

**RESOLUTION AGREEMENT**

**between the**

**OFFICE FOR CIVIL RIGHTS  
DEPARTMENT OF HEALTH AND HUMAN SERVICES  
REGION IX**

**and**

**LOS ANGELES COUNTY DEPARTMENT OF PUBLIC  
SOCIAL SERVICES**

**Complaint 09-00-3082**

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## SECTION I

### BACKGROUND

1. The Los Angeles County Department of Public Social Services (DPSS) is the county agency responsible for administering several public assistance programs, including, but not limited to, the CalWORKs, Medi-Cal, and Food Stamps programs. As the third largest welfare program in the country, DPSS provides services and assistance to 1.9 million customers, and employs more than 13,000 employees in over 50 offices countywide. Of this employee base, nearly 8,000 are public contact "front-line" staff.
2. Los Angeles County covers a geographic area of over 4,000 square miles, and is populated by more than 9.8 million people. In a county that is home to the largest immigrant community in the nation, more than 40% of the population served by DPSS identifies a language other than English as their primary language.<sup>1</sup> The languages represented within the CalWORKs program countywide include Spanish (31.5%), Armenian (3.2%), Vietnamese (1.6%), Chinese (.2%), Cambodian (1.3%), Russian (0.4%), and Korean (0.1%).<sup>2</sup>
3. DPSS acknowledges that it is a recipient of federal financial assistance from the Department of Health and Human Services (HHS), and is subject to Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d *et seq.*, and implementing HHS regulation, 45 C.F.R. Part 80, which prohibits discrimination on the basis of race, color, and national origin by recipients of federal financial assistance.
4. This matter arose from a complaint of discrimination (Docket No. 09-00-3082) filed with the HHS Office for Civil Rights (OCR) on December 17, 1999, against DPSS. The complaint was filed by several Los Angeles area non-profit organizations, including the Asian Pacific American Legal Center (APALC), the Western Center on Law and Poverty, the Legal Aid Foundation of Los Angeles (LAFLA), and San Fernando Valley Neighborhood Legal Services. The complaint was filed specifically on behalf of three Limited English Proficient (LEP) participants, and generally on behalf of low-income communities in the Los Angeles area. Complainants allege that DPSS is not providing meaningful service access to its LEP client base. DPSS denies the allegations.
5. In order to resolve these matters expeditiously, and without admitting any liability whatsoever, DPSS accepts the terms stipulated in this Resolution Agreement (Agreement). By signing this Agreement, DPSS reiterates its assurance of compliance with all provisions of Title VI and its implementing regulation, and assures that it will continue to comply in the future.

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<sup>1</sup> Statistics derived from information provided to OCR by DPSS. These percentages reflect data from December 2001.

<sup>2</sup> In December 2001, the total number of individuals within the CalWORKs program was 202,385. Accordingly, a Korean LEP base of .1% translates into 202 cases in the CalWORKs program, and a total of approximately 1,900 LEP Korean cases receiving DPSS services in general.

6. This Agreement is a compromise of disputed issues. Only the parties to this Agreement shall have enforcement/performance rights; no other person or entity shall have standing to enforce this Agreement.
7. DPSS' willingness to enter into this Agreement shall not be construed as an admission or evidence that it has not complied with Title VI or its implementing regulation with respect to the allegations in the Complaint, or that DPSS admits any of the allegations made against it.
8. In reliance on the promises made by DPSS in this Agreement, OCR shall suspend further administrative action on Complaint No. 09-00-3082, subject to DPSS' continued performance of its obligations under this Agreement.

## SECTION II

### DEFINITIONS

1. **"Advocates"** shall mean the four legal services organizations that filed the original complaint with OCR: the Asian Pacific American Legal Center of Southern California (APALC), Legal Aid Foundation of Los Angeles (LAFLA), San Fernando Valley Neighborhood Legal Services, and the Western Center on Law and Poverty.
2. **"Applicant"** shall mean any person who inquires about or submits an application for public assistance benefits under any DPSS program or service.
3. **"Bilingual Staff"** shall mean a DPSS staff member who has demonstrated proficiency in both spoken English and at least one other language, and who can interpret accurately, impartially, and effectively to and from such language and English using any specialized terminology necessary for effective communication. A DPSS staff member who has rudimentary familiarity with a language other than English is not to be considered "Bilingual Staff" under this Agreement.
4. **"Contractor"** shall mean any entity that performs work or provides services on behalf of DPSS under a contractual agreement with reimbursement which includes monies allocated to DPSS as federal financial assistance from HHS.
5. **"Data"** as referenced in Section V.10, *infra*, shall mean any and all data required by OCR to aid in its program monitoring and evaluation of DPSS' compliance with this Agreement.
6. **"District Office"** shall mean each and every DPSS office in the County of Los Angeles that serves public assistance clients. This includes both CalWORKs Eligibility Offices and GAIN Offices.
7. **"DPSS"** shall mean the Los Angeles County Department of Public Social Services.
8. **"DCSS"** shall mean the Los Angeles County Department of Community and Senior Services.
9. **"Effective Date"** shall mean the date on which the Agreement is executed by the parties.
10. **"Interpreter"** shall mean a person who has demonstrated proficiency in both spoken English and at least one other language; who can interpret accurately, impartially, and effectively to and from such language and English using any specialized terminology necessary for effective communication; and who understands Interpreter ethics and client confidentiality needs. A person who has rudimentary familiarity with a language other than English is not to be considered an "Interpreter" under this Agreement.
11. **"Language Assistance"** shall mean all services needed to help LEP Applicants and Participants to communicate effectively with DPSS staff and to provide them with meaningful access to, and a meaningful opportunity to participate fully in, the benefits and programs administered by DPSS. Such services include, but shall not be limited to,

oral interpretation (e.g., telephonic Interpreter services), translated materials, and other appropriate aids designed to facilitate communication for LEP clients.

12. **“Limited English Proficient (LEP)”** shall mean an individual whose primary language is not English and who is unable to speak, read, write, or understand the English language at a level that permits him or her to have meaningful access to and participate fully in DPSS’ benefits, programs and services.
13. **“Non-Threshold languages”** shall mean those languages which are identified as the primary language in an average of 75 cases each month within a twelve month period as determined by DPSS for all programs countywide, or the top ten primary languages other than English and the Threshold languages, whichever is less. DPSS shall review the linguistic demographics countywide on an annual basis and make necessary adjustments to its provision of Language Assistance.
14. **“Participant ”** shall mean any person who has applied for and is receiving public assistance benefits under any DPSS program or service.
15. **“Public Contact Staff”** shall mean any individual employed by DPSS or under contract with DPSS, whose job requires contact with the public, including Applicants. Contractors who are hired solely to provide language interpretation services, such as telephone Interpreter services, are not considered to be “Public Contact Staff” under this Agreement.
16. **“RITE Providers”** shall mean the Refugee and Immigrant Training and Employment entities, who are under contract with DPSS through DCSS to provide certain welfare-to-work case management services to non-English/non-Spanish LEP participants.
17. **“Subcontractors”** shall mean any individual or entity that performs work for DPSS under an agreement with a DPSS Contractor.
18. **“Supportive Services”** shall mean those services, including domestic violence, mental health, and substance abuse services and counseling, child care, transportation, and ancillary services, available under the CalWORKs program to enable individuals to participate in the program and in welfare-to-work activities.
19. **“Threshold Languages”** shall mean those languages which have been identified as constituting 5% or more of the caseload of any DPSS CalWORKs or Medi-Cal district eligibility office. These languages, which currently represent 99% of DPSS’ non-English caseload, are Armenian, Cambodian (Khmer), Chinese (Cantonese and Mandarin), Korean, Russian, Spanish, and Vietnamese. Languages identified as Threshold Languages at the time of this Agreement may vary in the future based on the changing demographics of the caseload of each such office. The languages identified in this section reflect the linguistic demographics of DPSS at each CalWORKs or Medi-Cal district office at the time of this Agreement, and in no way limits DPSS’ ability to provide services in additional languages. DPSS shall review the linguistic demographics of each such office on an annual basis and make necessary adjustments to its provision of Language Assistance.

## SECTION III

### GENERAL PROVISIONS

1. **Effective Date and Duration of Agreement.** This Agreement shall become effective on the date it is executed by the County of Los Angeles and OCR. This Agreement shall remain in effect for a period not to exceed four years so long as DPSS has met all of the terms contained herein.
2. **Consideration.** This Agreement is an enforceable contract. The promises, obligations, or other terms and conditions set forth in this Agreement constitute the exchange of valuable consideration between DPSS and OCR.
3. **DPSS' Continuing Obligation.** Nothing in this Agreement is intended to relieve DPSS of its obligation to comply with other applicable nondiscrimination statutes and their implementing regulations.
4. **Effect on Other Compliance Matters.** The terms of this Agreement do not apply to any other issues, reviews, or complaints of discrimination that may be pending before OCR or any other federal agency. This Agreement also does not preclude further OCR complaint investigations or compliance reviews of DPSS. Any compliance matters arising from subsequent reviews or investigations will be addressed and resolved separately.
5. **Prohibition Against Retaliation and Intimidation.** DPSS shall not retaliate, intimidate, threaten, coerce, or discriminate against any person who has filed a complaint, assisted, or participated in any manner in the investigation of the matters addressed in this Agreement.
6. **OCR's Review of DPSS' Compliance with Agreement.** OCR may, at any time, review DPSS' compliance with this Agreement. As part of such review, OCR may require DPSS to provide written reports and to permit OCR to inspect District Offices, interview witnesses, and examine and copy documents. DPSS agrees to retain the records required by OCR to assess its compliance with the Agreement and to submit the requested reports to OCR as specified under REPORTING REQUIREMENTS, Section VII, *infra*.
7. **Enforcement of Compliance with Agreement.** If at any time OCR determines that DPSS has failed to comply with any provision of this Agreement, OCR shall notify DPSS in writing. The notice shall include a statement of the basis for OCR's determination and will allow DPSS fifteen (15) working days from receipt of notice by DPSS to explain in writing the reasons for its actions. OCR may shorten the fifteen day period if it determines that a delay would result in irreparable injury to the complainant or to other affected parties. DPSS may request a reasonable extension of these time frames for good cause, which will not be unreasonably withheld by OCR. If DPSS does not respond to the notice or, if upon review of DPSS' response, OCR finds that DPSS has not substantially complied with the Agreement, OCR may: (1) continue prosecution of the complaint underlying this Agreement, (2) refer the complaint to the U.S. Department of Justice, or (3) initiate any applicable administrative or judicial enforcement proceedings.

8. **Non-Waiver Provision.** Failure by OCR to enforce this entire Agreement or any provision thereof with respect to any deadline or any other provision shall not be construed as a waiver of OCR's right to enforce other deadlines and provisions of this Agreement.
9. **Entire Agreement.** This Agreement constitutes the entire understanding between DPSS and OCR. Any statement, promise or agreement not contained herein shall not be enforceable.
10. **Modification of Agreement.** This Agreement may be modified only by mutual agreement of the parties in writing.
11. **Effect of DPSS Program Changes.** DPSS reserves the right to change or modify its programs, so long as DPSS ensures compliance with Title VI. Significant program changes or modifications to DPSS policies or procedures that affect compliance with Title VI and/or this Agreement must be reported to OCR on a quarterly basis. OCR shall review, comment, make suggestions, or object to any proposal that may be in violation of Title VI or this Agreement. Should OCR object to such a proposal, the parties shall negotiate in good faith to resolve any disagreement with respect to Title VI compliance, and/or compliance with this agreement.
12. **Effect of State-Mandated Policy Changes.** If the California Department of Social Services (CDSS), or any other state agency, implements state-wide statutory, regulatory, or policy changes that affect the programs or services addressed under this Agreement, OCR and DPSS will revisit the relevant sections of this Agreement in order to determine the effect these changes will have on DPSS' compliance with this Agreement and Title VI, and the parties will negotiate in good faith to modify this Agreement in accordance with such changes. Should OCR determine that such changes violate Title VI, OCR may address the matter with the appropriate state agency or seek other legal remedies as appropriate. In the interim, OCR agrees that it will take no actions against DPSS for complying with such state-mandated changes.
13. **Publication or Release of this Agreement.** OCR places no restriction on the publication of the terms of this Agreement. In addition, OCR may be required to release the Agreement and all related materials to any person upon request consistent with the requirements of the Freedom of Information Act, 5 U.S.C. §552, and its implementing regulation, 45 C.F.R. Part 5.
14. **Authority of Signer.** The individual who signs this document on behalf of DPSS represents that he or she is authorized to bind DPSS to this Agreement.
15. **Effect of DPSS' Prior Performance of Obligations.** In a good faith effort to continue to provide Applicants and Participants with meaningful access to DPSS programs and services during the pendency of the negotiation and execution of this Agreement, the Parties acknowledge that, notwithstanding any provision in this agreement, DPSS has already satisfied certain obligations imposed under this Agreement prior to the Effective Date.

16. **Funding and Resources.** Barring financial constraints, DPSS shall commit the funds and resources necessary to comply with or otherwise perform the obligations as set forth under the terms of this Agreement.

## SECTION IV

### POLICY COMMITMENTS

1. DPSS recognizes that it has one of the most diverse caseloads in the entire country. In the CalWORKs program, more than four out of every ten CalWORKs cases (44%) have a designated primary language other than English.
2. DPSS recognizes the special needs and concerns of all individuals of national origin groups who are Limited English Proficient (LEP), including both Spanish and non-English/non-Spanish speakers. DPSS commits to affirmatively addressing the linguistic barriers of LEP persons in order to ensure that LEP persons have meaningful access to, and a meaningful opportunity to participate in, the CalWORKs program and other DPSS programs.
3. The CalWORKs program is intended to maximize opportunities for welfare Participants to find employment and achieve economic self-sufficiency. DPSS recognizes that LEP persons should be provided with the meaningful opportunities to access the CalWORKs programs and services in order to achieve the goals of the program. DPSS also acknowledges the urgency of ensuring that LEP persons have meaningful access to the CalWORKs program, in light of the 18/24 month time limit on welfare-to-work services and the 60-month lifetime limit on aid.
4. As set forth by the express terms of this Agreement, DPSS commits to implementing the following:
  - a. prompt and effective communication with each LEP person so that he/she has meaningful access to all CalWORKs programs, and all other DPSS-administered programs and services to the extent required by law;
  - b. a comprehensive welfare-to-work strategy that addresses the linguistic barriers preventing LEP persons from participating meaningfully in the CalWORKs program and achieving self-sufficiency; and
  - c. appropriate remedies to make whole any LEP Participant in the CalWORKs program who has not received appropriate Language Assistance as set forth in this Agreement.
5. To these ends, DPSS shall revise or develop, as appropriate, language policies and procedures to provide effective communication with LEP persons in their primary languages in all DPSS District Offices and DPSS-administered and subcontracted programs and activities during all hours of its operation. These comprehensive policies and procedures shall also provide LEP persons with meaningful access to CalWORKs programs and services. DPSS shall also institutionalize a dedicated Centralized Coordinating Office to develop, implement, monitor, evaluate and enforce these language policies and procedures.

6. The language policies and procedures developed by DPSS shall be memorialized in writing and distributed to appropriate DPSS staff, the Community Advisory Board, and upon request to interested community organizations and advocates. DPSS may assess reasonable copying charges for these documents, consistent with California law.
7. DPSS shall implement any new policies and procedures in a timely fashion. DPSS shall evaluate, and, where necessary, modify existing policies and procedures to ensure compliance with this Agreement. DPSS shall monitor all language policies and procedures, including both existing and new policies and procedures, to ensure compliance with this Agreement.
8. The following "Specific Provisions" set forth all actions to be taken by DPSS.

## SECTION V

### SPECIFIC PROVISIONS

#### 1. Policies and Procedures

DPSS shall ensure that comprehensive policies and procedures are in place and implemented to ensure that LEP persons have meaningful access to all CalWORKs programs and all other DPSS-administered and contracted programs and services, to the extent required by law. These policies and procedures shall be collected into a handbook as set forth in Section V.3.c.v(1) and will include the following provisions in this Agreement.

#### 2. Community Advisory Board

- a. DPSS shall appoint a Community Advisory Board (CAB) to advise DPSS on issues affecting LEP persons in the development, implementation, operation, and evaluation of CalWORKs programs and services and all other Federally-funded DPSS-administered and contracted programs and services.
- b. The CAB shall consist of ten to twelve members who are not DPSS employees plus the Central Coordinating Office Director. At a minimum, the CAB shall include the Central Coordinating Office Director and at least two Advocates. DPSS shall also attempt to ensure that the CAB include representation from the following interests: advocates with significant experience working on LEP issues in welfare; community-based organizations with significant experience working with LEP welfare recipients; refugee service providers; and academic/researcher with significant experience working on LEP issues in welfare and poverty.
- c. Members of the CAB shall be appointed solely by the DPSS Director, or his/her designee, with input from the Advocates.
- d. The CAB shall meet at least once every two months.

#### 3. Central Coordinating Office

- a. DPSS shall establish a Central Coordinating Office (CCO) that will be responsible for ensuring that appropriate Language Assistance is provided to LEP persons applying for and participating in CalWORKs and all other DPSS-administered and contracted programs and services to the extent required by law. The CCO shall be responsible for monitoring Title VI compliance and compliance with the terms of this Agreement. The CCO shall also serve as a liaison concerning Title VI policy issues between DPSS, the CAB, community organizations, and advocates serving LEP persons.
- b. DPSS shall staff the CCO in a manner that permits it to adequately perform the functions set forth below, including providing a sufficient number of dedicated staff. The CCO Director position will be staffed, at a minimum, with a senior level employee in accordance with the recommendations set forth in the Title VI LEP

Policy Guidance issued by OCR. The CCO, under the direction of the Director, shall have wide latitude throughout the entire department in the creation and enforcement of DPSS policies and procedures for ensuring timely and effective services to LEP Participants.

- c. DPSS shall ensure that its services meet Title VI requirements with respect to LEP Participants by incorporating into all CalWORKs programs and services, and all other DPSS-administered and contracted programs and services, to the extent required by law, the four core elements which OCR has observed in other effective LEP programs – specifically, assessment, development of a comprehensive written policy on language access, training of staff, and monitoring. To this end, the CCO's functions shall include, but are not limited to, the following:
  - i. **Assessment:** Ensuring that DPSS conducts an assessment of the language needs of the population to be served, including:
    - (1) Identifying the non-English languages that DPSS is likely to encounter in its programs;
    - (2) Estimating the number of LEP persons that are eligible for or likely to be directly affected by its programs;
    - (3) Ensuring that the primary language of each LEP Participant is clearly identified in the Participant's file;
    - (4) Identifying the points of contact in all CalWORKs programs and all other DPSS-administered and contracted programs and services, to the extent required by law, where Language Assistance is likely to be needed; and
    - (5) Identifying the location and availability of Language Assistance resources, and arrangements that must be made to access these resources in a timely fashion.
  - ii. **Development of Comprehensive Written Policy on Language Access:** Ensuring that DPSS revises, develops as necessary, and implements language policies and procedures. This will include, but is not limited to: identifying and assessing the language needs of its LEP Participants; providing a range of oral Language Assistance options; giving notice of the right to free Language Assistance to LEP persons in a language they can understand; training of DPSS and Contractor staff; monitoring of program implementation; and translating documents where needed to meet Title VI requirements.
  - iii. **Training of Staff:** Ensuring adequate training of Public Contact Staff of DPSS and Contractors and their managers.

- iv. **Monitoring:** Monitoring DPSS' Language Assistance programs, services, and/or efforts in order to assess the current LEP makeup of DPSS' service areas, the current communication needs of LEP Applicants and Participants, and whether existing assistance is meeting the needs of such persons. In addition, DPSS, through or with the assistance of the CCO shall monitor staff knowledge and implementation of language access policies and procedures to determine whether sources of and arrangements for assistance are viable.
- v. **Additional Duties:** In conjunction with other DPSS staff as appropriate, the CCO shall assume responsibility for the following:
  - (1) Collecting all language policies and procedures into a Centralized Language Policy Handbook (Handbook). Upon final approval, the Handbook shall be disseminated, with appropriate training, to all Public Contact Staff of DPSS and Contractors and their managers. Consistent with the California Public Records Act, the Handbook shall also be provided to any interested party upon request;
  - (2) Providing language policies and procedures to the CAB for advice and input, as policies are revised or developed;
  - (3) Coordinating written translations, ensuring the dissemination of translated materials, ensuring that multilingual signs and posters are posted, and reviewing appropriate computer programs generating notices, forms and other communications to LEP Applicants and Participants as set forth in this Agreement;
  - (4) Assisting the Human Resources Division with the recruitment of Bilingual Staff;
  - (5) Ensuring the development and implementation of language-appropriate affirmative outreach information and programs to the extent any such program is provided to non-LEP persons,
  - (6) Ensuring Title VI compliance of all CalWORKs Contractors and Subcontractors who provide services or benefits to Applicants or Participants (including, but not limited to, RITE Providers).
  - (7) Centralizing all data and other reports required by this Agreement, including those that have been disaggregated by primary language;
  - (8) Disseminating the Bilingual Certification List, which identifies all Bilingual Staff available to serve as Interpreters. The Bilingual Certification List shall be updated on a quarterly basis;

- (9) Reviewing and responding to civil rights complaints by LEP Applicants and Participants in conjunction with other DPSS staff, as appropriate; and
  - (10) Providing service as needed to ensure corrective action is taken for LEP Applicants and Participants who have not received language-appropriate services.
- vi. **Outreach:** DPSS shall publicize the CCO in its newsletters and other materials distributed to Applicants, Participants, Contractors, partner organizations, referral agencies, and other stakeholders. DPSS shall also publicize the establishment and role of the CCO in internal DPSS communications.

4. **Identifying Primary Language**

- a. DPSS shall ensure accurate identification of the primary language of Applicants and Participants.
- b. DPSS shall identify and record the primary language of Applicants and Participants in his/her case file by:
  - i. Developing, displaying, or posting language identification ("I speak") cards, posters or brochures in each District Office lobby. These cards, posters, or brochures will translate the following or a similar phrase: *"If you need an Interpreter to communicate with us one will be provided for free. Please inquire at the information window"*;
  - ii. Standardizing and translating a Primary Language Designation form into the Threshold Languages, and using this form to ascertain an Applicant's or Participant's primary language;
  - iii. Clarifying its Primary Language Designation policy to permit Applicants and Participants to identify and designate their primary language preference; and
  - iv. Training all DPSS Public Contact Staff on proper usage of the "I speak" cards, posters, and brochures, Primary Language Designation form, and primary language identification policies and procedures.

5. **Bilingual Staffing and Oral Language Assistance**

- a. DPSS shall ensure that free Language Assistance is provided to all LEP Applicants and Participants for all CalWORKs programs and services, and for all other DPSS-administered and contracted programs and services to the extent required by law, in a timely and effective manner, through adequate Bilingual

Staffing or the availability of Interpreters, in District Offices for in-person and telephone encounters.

**b. Bilingual Staffing:**

- i. DPSS is dedicated to hiring bilingual persons in Public Contact Staff positions for the Threshold Languages identified in Section II.19, *supra*.
- ii. DPSS shall monitor bilingual recruitment and staffing to ensure that staffing adequately supports Language Assistance needs. As part of this effort, DPSS shall compile, on a quarterly basis, a listing of current bilingual personnel listed by District Office, job classification and bilingual bonus/non-bonus status.
- iii. DPSS shall actively recruit and make a good faith effort to employ Bilingual Staff, consistent with County hiring practices and available resources. DPSS shall engage in recruitment efforts which may include, but are not limited to, advertisement in relevant ethnic newspapers, and outreach to community organizations, advocacy groups, and faith-based organizations.

**c. Use of Interpreters:**

- i. DPSS shall ensure that all Interpreters, including Bilingual Staff used as Interpreters, are competent to interpret. Competency to interpret shall include fluency in both written and spoken English and at least one other spoken language; the ability to interpret accurately, impartially, and effectively to and from such language orally and English, orally and written, using any specialized terminology necessary for effective communication; and having been trained in Interpreter skills and ethics, including client confidentiality needs.
  - ii. DPSS shall not require the use of family, friends, or other visitors in the waiting room as Interpreters. A family member, friend, or other individual may be used as an Interpreter only after DPSS has offered, and the LEP Applicant or Participant has declined, free Language Assistance. If the LEP Applicant or Participant declines such Language Assistance, DPSS shall document this in the case file as well as the method of interpretation used.
  - iii. DPSS shall discourage the use of minors as Interpreters.
  - iv. DPSS shall develop and implement a mechanism to provide timely oral interpretation of DPSS documents to LEP Participants who do not speak a Threshold Language defined in Section II.19, *supra*.
- d. Order of Priority:** DPSS shall provide Language Assistance free of cost to LEP Applicants and Participants in the following order of priority:

- i. Bilingual Staff (including use of Bilingual Staff as a competent Interpreter);
  - ii. Language line services operated by DPSS (see V.5.f. below); or
  - iii. Language line services operated by a third party (e.g., telephone interpretation services).
- e. **Notice:** DPSS shall notify LEP Applicants and Participants of the availability of free Language Assistance by posting sign(s) in English and the Threshold Languages, in waiting rooms, reception areas, and other public entrances of DPSS District Offices. These signs shall advise LEP persons of their right to free Language Assistance upon request of the LEP person. Notice of the availability of free Language Assistance shall also be provided in brochures, outreach and other printed materials routinely disseminated to the public.
- f. **Toll-free language lines:** Resources permitting, DPSS shall pilot toll-free language lines to provide Language Assistance in the Threshold Languages for LEP Applicants and Participants. The language lines will allow Bilingual Staff to respond to questions about CalWORKs programs and services, and about other DPSS programs and services to the extent required by law, or to field/route complaints. To this end, DPSS shall:
  - i. Develop and implement appropriate policies and procedures regarding the operation of the language lines;
  - ii. Hire and/or assign adequate Bilingual Staff;
  - iii. Conduct a review of the pilot after one year to determine whether the concept should be expanded; and
  - iv. Include the toll-free language line numbers on all appropriate program and service-related DPSS materials and documents, including informational brochures and posted notices.
- g. **Preventing unreasonable delays:** DPSS shall provide LEP Applicants and Participants for CalWORKs programs and services, and all other DPSS-administered and contracted programs and services, to the extent required by law, with timely Language Assistance. To this end, DPSS shall:
  - i. Revise, or develop as appropriate, and implement policies and procedures to avoid unreasonable delays in receiving services for LEP Applicants and Participants visiting DPSS District Offices, contracted or subcontracted agencies; calling DPSS, contracted, or subcontracted Public Contact Staff; or using the toll-free language line;
  - ii. Assist LEP Applicants and Participants during posted office hours in a time period no greater than that in which non-LEPs are assisted; and

- iii. Neither refer LEP Applicants or Participants to another District Office for the purposes of receiving Language Assistance nor reschedule LEP Applicants or Participants for another day due to the unavailability of Language Assistance, except in the case of extenuating circumstances.

6. **Document Translation**

- a. As set forth in this Agreement, DPSS shall revise, or develop as necessary, policies and procedures regarding the development, publication, use, and dissemination of translated documents, including inserts.
- b. DPSS shall identify all forms, notices, and informational materials provided to Applicants and Participants for the CalWORKs program, and determine the need for their translation into the Threshold Languages.
- c. DPSS shall ensure that all CalWORKs forms, notices, and informational materials provided to Applicants and Participants have been translated into the Threshold Languages as set forth in this Agreement, and provide the following:
  - i. DPSS shall generate a central CalWORKs reference list of the documents that affect a Participant's benefits, rights, or responsibilities, including notices and welfare-to-work plans, and prioritize these documents for translation;
  - ii. DPSS shall utilize the central CalWORKs reference list to determine a reasonable order and priority for translation;
  - iii. DPSS shall conduct an inventory of all District Offices and Contractors to ensure that CalWORKs forms, notices, and informational materials are available in the Threshold Languages; and
  - iv. DPSS shall monitor the District Offices and Contractors to ensure that translated versions are being appropriately used.
- d. **State-generated forms, notices, and informational materials.**

DPSS shall ensure that state-generated forms, notices, and informational materials for the CalWORKs program provided to Applicants and Participants in the Threshold Languages are available as follows:

- i. DPSS shall maintain a central state reference list of the most current set of state-translated forms, notices, and informational materials;
- ii. DPSS shall use state-translated notices, forms, and informational materials where available and appropriate;
- iii. Subject to subpart iv., below, DPSS shall establish a procedure for identifying and translating any state-generated notices, forms, and

informational materials which are not translated into a Threshold Language (e.g., languages more common at the Los Angeles County-level than at state level), including establishing reasonable timeframes to complete these translations as permitted by the California Department of Social Services (CDSS); and

- iv. DPSS shall work with CDSS to encourage and promote translations of additional state-generated forms, notices and informational materials based on Los Angeles County demographics.

e. **DPSS-generated forms, notices, and informational materials.**

DPSS shall ensure that DPSS-generated forms, notices, and informational materials for the CalWORKs program provided to Applicants and Participants are available in the Threshold Languages, as follows:

- i. DPSS shall generate a central reference list of DPSS-generated forms, notices, and informational materials, organized by DPSS program;
- ii. DPSS shall utilize the central reference list to determine a reasonable order and priority for translation.

- f. **Insert for Non-Threshold Languages.** DPSS shall develop an insert to include with key, time-sensitive mailings, including at minimum all notices of action, for Non-Threshold Languages. The insert should state the following or something similar: "This is an important document about your benefits and needs your immediate attention. DPSS can provide someone to interpret this for you. Contact your case worker."

g. **Dissemination.**

DPSS shall ensure that translated forms, notices, and informational materials provided to Applicants and Participants are appropriately disseminated, as follows:

- i. DPSS shall ensure that each District and Contractor Office with Public Contact Staff has an adequate supply of current versions of relevant translated documents; and
- ii. DPSS shall train all Public Contact Staff of DPSS and Contractors on how to access and properly use translated documents.

- h. **Timely Development and Use.** DPSS shall establish reasonable time goals for the translation and use of forms, notices and informational materials discussed above.

- i. **Updating reference lists.** DPSS shall centralize all reference lists discussed above and update them on an as-needed basis.

- j. **Signs.** DPSS shall post in all District Offices universal directional and/or multilingual directional signs, informational signs, and posters.

7. **Contractors**

- a. **Existing Contractors.** To provide LEP Applicants and Participants with meaningful access, DPSS shall make reasonable efforts to require existing Contractors providing services as Public Contact Staff for the CalWORKs program and all other DPSS-administered and contracted programs and services, to the extent required by law, to comply with Title VI and all related DPSS policies and procedures. This may include amendments or modifications to existing contracts as appropriate.
- b. **Prospective Contractors.** To provide LEP Applicants and Participants with meaningful access, DPSS shall require all prospective Contractors who provide services as Public Contact Staff for the CalWORKs program and all other DPSS-administered and contracted programs and services, to the extent required by law, to comply with Title VI and the applicable provisions of this Agreement, and all related DPSS policies and procedures.
- c. DPSS shall monitor Contractors to ensure their compliance with Title VI and applicable provisions of this Agreement, and all related DPSS policies and procedures. This shall include conducting periodic audits and announced visits of Contractors on an as-needed basis. DPSS shall also require Contractors to collect data necessary to monitor compliance.

8. **Training**

- a. DPSS shall ensure that training on civil rights issues affecting LEP Applicants Participants and the requirements of this Agreement is provided to all new and existing DPSS Public Contact Staff and their managers. DPSS shall also review, develop, and implement training for Contractor Public Contact Staff (including, as appropriate, DCSS Contractors such as, but not limited to, the RITE Providers) on civil rights issues affecting LEP Participants. This training program shall include, but shall not be limited to, policies and procedures for providing services to LEP Applicants and Participants (i.e., methods for accessing Bilingual Staff, Language Line Services, translated documents, etc.). This provision shall not apply to Contractors, such as telephone interpretation services, whose primary purpose is to provide interpretation services.
- b. DPSS shall assess existing training programs on civil rights issues affecting LEP Applicants and Participants available for DPSS and Contractor Public Contact Staff, including the Training Academy that all new DPSS staff are required to attend.
- c. Within **90 calendar days** of the Effective Date of this Agreement, DPSS shall submit to OCR:

- i. A draft proposal of a revised civil rights training program for all Public Contact Staff of DPSS and Contractors, and their managers, which focuses on the following: Language Assistance legal requirements; the role of the CCO; DPSS' Language Assistance policies and procedures; the appropriate use of Bilingual Staff, Interpreters, telephone Interpreter services, and how to access and use translated documents. OCR will provide comments and suggestions, if any, to DPSS within 15 calendar days of receipt of the draft language.
  - ii. A draft proposal of a specialized training program for all Bilingual Staff and Interpreters who are DPSS employees, which includes the following: standards of competent interpretation; ethics of interpreting including client confidentiality needs; and specialized terminology. OCR will provide comments and suggestions, if any, to DPSS within 15 calendar days of receipt of the draft language.
- d. Within **150 calendar days** after the Effective Date of this Agreement, DPSS shall submit to OCR:
  - i. A final copy of the revised civil rights training program per Section V.8.c.i., *supra*. This should include a narrative program description for new and existing employees (i.e., a comprehensive training program and "refresher" training program).
  - ii. A final copy of the specialized training program per Section V.8.c.ii., *supra*.
- e. Within **180 calendar days** after the Effective Date of this Agreement, DPSS shall:
  - i. Commence the revised civil rights training program per Section V.8.c.i., *supra*.
  - ii. Submit to OCR a training schedule, by District Office, for completion of the training.
  - iii. Submit to OCR certification of completion of training within 30 calendar days of such completion.
- f. Within **240 calendar days** after the Effective Date of this Agreement, DPSS shall:
  - i. Commence the specialized training program per Section V.8.c.ii., *supra*.
  - ii. Submit to OCR a training schedule, by District Office, for completion of the specialized training.

- iii. Submit to OCR certification of completion of training within 30 calendar days of such completion.
- g. DPSS shall consult with OCR and the CAB in developing the revised training program for Public Contact Staff pertaining to civil rights issues affecting LEP Applicants and Participants and the specialized training for Bilingual Staff. If necessary, all DPSS timetables described above may be adjusted based on the receipt of comments from the CAB, Advocates, or OCR.
- h. OCR shall be available upon request of DPSS to assist in developing and conducting training on civil rights issues affecting LEP Applicants and Participants.
- i. Ensure that a "refresher" civil rights training program is provided every two years to Public Contact Staff of DPSS and Contractors, and their managers.

9. **Welfare-to-Work**

- a. DPSS recognizes that LEP persons come from diverse backgrounds and face multiple, significant barriers to self-sufficiency that cannot be addressed by a one-size fits all approach. DPSS acknowledges the need to develop and implement a comprehensive welfare-to-work (WTW) strategy tailored to meet the individual needs of LEP persons. In accordance with the terms of this Agreement, DPSS will offer a range of CalWORKs programs and services to LEP Participants so that LEP Participants have meaningful access to employment and training programs, as necessary to help them meet their individual service needs and find self-supporting work in the local labor market. In developing this range of programs and services and assigning LEP Participants to them, DPSS will address the fact that LEP Participants have individualized needs.

DPSS will ensure that LEP Participants have meaningful access to WTW activities, and that the WTW services are not discriminatory, through appropriate Language Assistance in accordance with the terms of this Agreement. This comprehensive strategy may include joint efforts with service providers to which CalWORKs Participants are referred, and shall include the creation of policies and procedures that provide LEP Participants with meaningful access to the CalWORKs program.

- b. **Joint Efforts with Service Providers:** In order to ensure that LEP Participants receive appropriate Language Assistance, DPSS will perform the following:
  - i. Send a letter followed by at least one follow-up meeting for all community colleges, regional occupational centers/programs and other adult education providers that provide services to CalWORKs Participants. This letter will advise providers of their obligation to comply with Title VI of the Civil Rights Act, and the implementing regulations (45 C.F.R. Part 80, Appendix B at Sections L and M).

- ii. Create a referral list of all adult education, job training, and vocational education programs which provide language acquisition and/or vocational training, including ESL and VESL programs, by language group served. DPSS shall distribute this list to all caseworkers and use the list to refer LEP Participants to these services.
- iii. Send a letter to all job training and vocational education providers and entities seeking sign-off for funding (i.e., approval by Workforce Investment Boards). This letter shall advise such entities of their obligation to comply with Title VI of the Civil Rights Act and the implementing regulations.
- iv. Request funding from the State in order to finance at least five pilot vocational education or job training programs accessible to LEP Participants. OCR will also use its best efforts to identify resources within the federal government to facilitate this project.

**c. Welfare-to-Work Activities:**

- i. Orientation: LEP Participants shall be provided appropriate Language Assistance to inform them of the rules and requirements of the CalWORKs program and the services offered, including but not limited to, the Greater Avenues for Independence (GAIN) program, child care, transportation and ancillary services, domestic violence, mental health, and substance abuse supportive services.
- ii. Career Planning and Preparation Seminar: LEP and non-LEP Participants will have meaningful access to career planning and preparation services. Upon the job club redesign, following GAIN orientation, LEP Participants shall be provided with appropriate Language Assistance to meaningfully access those career planning and preparation services offered to non-LEP Participants.
- iii. Appraisal: LEP Participants shall be appraised for their job readiness by appraising, at a minimum, their literacy and proficiency skills (see "Language Assessment," Section V.9.c.iv., *infra*); educational background (in home country and the U.S.); workplace experience (in other countries and/or the U.S.); and employment skills (acquired in another country and/or in the U.S.).
- iv. Language Assessment: All LEP Participants shall be given a literacy assessment in English and, to the extent such assessment tools are available, in a language that they understand through appropriate Language Assistance, to communicate fully and effectively with them. Provision of these services should be made in such a way as to avoid undue and unreasonable delays. Where feasible, Interpreters should have assessment skills and knowledge of CalWORKs.

The assessment is a tool for determining whether Participants not passing the literacy screening would benefit from the option of participating in an educational activity such as English as a Second Language (ESL), while working part time. This option is referred to as the "dual track" option. In addition to the points of Appraisal listed above (Section V.9.c.iii, *supra*), upon commencement of the Career Planning and Preparation Seminar, LEP Participants shall be appraised of their level of verbal proficiency in English and their level of literacy in English and in their primary language to determine whether or not job search will be an appropriate activity for them (see "Job Club/Search," Section V.9.c.vi., *infra*). LEP Participants who do not pass the literacy screening in English shall be provided with the "dual track" option or shall be directly referred to vocational assessment if it is determined that participation in job search would not be beneficial as the LEP Participant's first WTW activity.

- v. Clinical Assessment: Where appropriate, a clinical assessment shall be performed for LEP Participants to determine if there is a need for mental health or substance abuse services, and notice with Language Assistance, as needed, of the availability of domestic violence services shall be provided. The rules on bilingual workers, translations and interpretive services that are applicable to assessments of LEP Participants also apply to the tools that are used to screen, evaluate, assess, and assign LEP Participants to mental health, substance abuse, and/or domestic violence services. DPSS shall ensure that LEP Participants have meaningful access to an adequate range of such supportive services, including screening, evaluation and assessment, and counseling/treatment services, comparable to those supportive services offered to other CalWORKs Participants.
- vi. Job Club/Search: LEP Participants for whom a determination has been made by DPSS that job search is not likely to be beneficial shall not be required to participate in job search as their first CalWORKs activity. If DPSS determines that job search is not likely to be beneficial for that Participant, DPSS will advise the Participant of the reasons for this determination and promptly refer the individual to vocational assessment. However, even if DPSS has determined that job search will not be beneficial, the Participant may always choose to participate in job search. Further, job search may be an appropriate first activity if DPSS provides appropriate Language Assistance to assist the Participant to fully participate and demand occupations which exist in the local area with potential to lead to self-sufficiency that are suitable to the Participant's level of English-language proficiency. Notwithstanding the foregoing, DPSS shall not be required to provide Language Assistance including, but not limited to, Interpreter services, for employer interviews.

When making the individualized determination that job search is beneficial in the case of a LEP Participant, DPSS shall consider, at a minimum, all of the following on a case-by-case basis:

- (a) The primary language, English language proficiency, and employability skills of the Participant;
- (b) Whether available jobs in demand occupations in the local area with potential to lead to self-sufficiency are suitable to the Participant's level of English-language proficiency; and
- (c) DPSS' job search program and whether it provides Language Assistance sufficient to assist the Participant to fully participate in job search.

Once LEP Participants are assigned to job search, they shall be subject to the same requirements and have the same rights as other job search Participants. Job search activities should provide LEP Participants with the opportunity to be placed in jobs that will allow them to make progress toward self-sufficiency.

The job club leader and LEP Participant will work together to determine the appropriate job club/targeted job search activities based on information from the Appraisal and Career Planning and Preparation Seminar, and other factors as appropriate, which may include: the Participant's skills and interests; the Participant's English and native language literacy; the Participant's English language proficiency; and the Participant's workplace experience.

To the extent provided to non-LEP Participants, DPSS shall provide LEP Participants with meaningful access to job search activities targeted towards the LEP Participant's career goals and self-sufficiency, following the "step-down" approach of DPSS' welfare-to-work re-design, in which the LEP Participant shall search for a living wage job in the first week of job search; a job in an occupation/industry with potential to lead to living wage employment during the second week of job search; and part-time employment combined with part-time education and/or training in the third week of job search.

Once an LEP Participant begins job search as a first activity, DPSS will shorten the job search period if the Participant and DPSS agree that it would not be beneficial to continue in job search. Prior to, or at the start of, job search, DPSS shall inform each Participant, orally and/or in writing, that the job search period may be shortened if it will not be beneficial, and explain the process for shortening the job search period. For a LEP Participant, this information must be in a language he/she understands.

DPSS will not require LEP Participants to accept employment where their level of English proficiency will not allow them to safely perform the work, such as work that does not meet health and safety standards. For example, if the job requires an employee to use caustic or toxic materials, a Participant who cannot read or understand instructions regarding their proper use should not be referred to the job. DPSS should inform all Participants, in a language they understand, that they are not obligated to accept or continue employment that is not compliant with minimum wage, health and safety, workers' compensation, and other employment laws or in which their level of English proficiency may create unsafe working conditions.

- vii. Vocational Assessment: LEP Participants shall be promptly referred to vocational assessment if the individualized determination is made by the LEP Participant and DPSS that job search will not be beneficial as the LEP Participant's first WTW activity; that the period of job club/targeted job search activities should be shortened because continued participation would not be beneficial; or if the LEP Participant completes the initial period of job search and is unable to find unsubsidized employment for sufficient hours to meet his/her WTW participation requirements.

All LEP Participants shall be assessed in a language that they understand through appropriate Language Assistance to communicate fully and effectively with them. Advance arrangements for provisions of these services, such as formal arrangements with outside Interpreters or contracts with language lines, should be made to avoid undue and unreasonable delays. In addition to possessing language skills and cultural sensitivity, any bilingual workers and outside Interpreters should also have assessment skills and knowledge of CalWORKs.

Assignments to WTW activities must be based on an individualized assessment, not on assumptions based on a LEP Participant's race, gender or national origin. Once it is determined that assessment is the next appropriate activity, LEP Participants must be referred to assessment without undue delay. DPSS will take into consideration that there are individual differences among LEP Participants and that different assessment approaches may be appropriate. DPSS shall ensure that the same issues and objectives of assessments are addressed for LEP Participants as for English speakers.

During vocational assessment, each LEP Participant shall receive a professional individualized evaluation of at least all of the following:

- (a) work history (in the U.S. and/or in other countries, including work experience in the U.S. in an English-speaking environment);

- (b) inventory of employment skills (including transferable skills acquired in the U.S. and/or another country), knowledge, interests, and abilities (including ability to function in an English speaking workplace), including those that were acquired in the country in which he/she was raised, educated, or had prior work experience;
- (c) educational history and present educational competency level (workers should assess for English language and primary language competency with regard to both literacy and verbal skills and the need for English-as-a-Second Language (ESL) courses to properly determine an appropriate assignment);
- (d) the Participant's needs, including the need for supportive services (*i.e.*, substance abuse, mental health, and domestic violence support services) in order to obtain the greatest benefit from the employment and training services offered under CalWORKs;
- (e) physical limitations and mental disabilities and conditions that limit the person's ability to secure employment or participate in welfare-to-work activities; other personal history related to the individual's ability to participate or need for services (*e.g.*, mental conditions related to traumatic episodes, abuse, or torture);
- (f) local labor market information;
- (g) an evaluation of the chances for self-sufficient employment given the current skills of the Participant and local labor market conditions; and
- (h) identification of available resources to complete the welfare-to-work plan for each Participant.

When validated non-English tools are not available for the assessment of LEP Participants, DPSS should use a bilingual process that will address the same issues as the English assessment tools, and should do so in a culturally-appropriate manner.

LEP Participants shall be informed in a language-appropriate manner (verbally and in writing) that they have the right to disagree with the recommendations of the vocational assessment. In the event that the LEP Participant does not agree with the assessment, he or she shall be provided with an impartial, independent third-party assessor on the same basis as is provided to non-LEP Participants. Appropriate Language Assistance, including bilingual workers, translations and interpretive services, shall be provided with respect to the independent third-party assessment.

- viii. **WTW Plan:** DPSS shall work with the LEP Participant to develop and agree on an individualized WTW plan based on the vocational assessment. In developing the LEP Participant's WTW plan, the case manager shall review with the Participant the vocational assessment results and local labor market information used by the vocational assessor or independent third-party assessor in determining the Participant's WTW plan recommendations. The WTW plan shall include the Participant's career goal aimed at self-sufficiency and the education, training and/or other activities and supportive services necessary for the Participant to achieve that goal, as well as the time it will take to achieve the goal.

The WTW plan shall specify the appropriate intensity, level, and duration of job training, vocational education, VESL, ESL, other adult basic education activity, or any combination or sequence thereof, recommended by the vocational assessor or independent, impartial third-party assessor. If DPSS determines that it is necessary and appropriate for the LEP Participant to participate in ESL to remove barriers to employment, it must assign the client to ESL. DPSS shall develop written standards specifying the factors that it will consider in determining whether ESL is appropriate and necessary for the removal of barriers to employment. DPSS shall also evaluate whether ESL or Vocational ESL alone, or in combination with part-time employment or other appropriate training activities, is the most effective approach to assist the Participant to acquire sufficient English-language and literacy skills to enhance his/her ability to find self-supporting employment, and document or reflect this information in the WTW plan.

DPSS will take care so that LEP Participants are not placed in language programs that are open-ended and in which the performance of Participants is not reviewed periodically. DPSS will regularly review the progress of LEP Participants in their assigned activities to ensure that the programs or services continue to be appropriate.

DPSS will continue to work in conjunction with its WTW partners, such as education and training institutions, to ensure that DPSS is providing activities best tailored to meet the needs of the local recipient population and labor market with the goal of assisting LEP Participants in achieving self-sufficiency.

The WTW plan shall not require job search and work experience activities to the exclusion of other CalWORKs activities. If the assessment indicates that work experience is an appropriate activity for a LEP Participant, DPSS will consider assigning the Participant to concurrent or integrated participation in ESL or vocational ESL, to assist in improving the Participant's English proficiency and improve the Participant's ability to find self-supporting employment. DPSS must periodically review work experience assignments and community service placements for LEP

Participants to ensure that they continue to assist LEP Participants to meet their training goals.

During the development of the WTW plan, DPSS shall provide LEP Participants with language-appropriate information that can help broaden their awareness of employment possibilities.

Because of the additional barriers faced by LEP Participants, DPSS shall inform LEP Participants of the 18/24 month training time-period, explore employment and training goals, and discuss the wage and promotional opportunities related to the potential employment goals. LEP Participants should be assigned to appropriately designed programs that would best position them to attain marketable skills and end welfare dependency within allowable CalWORKs WTW activity time frames.

The WTW plan shall be written in an easy-to-read format, in clear language understandable by the LEP Participant, and in the LEP Participant's primary language. DPSS shall use the CDSS-translated versions of CalWORKs WTW plan forms (WTW 1, WTW 2, and WTW 3) (available in Spanish, Vietnamese, Russian, Cambodian, and Chinese). The WTW plan shall contain sufficient details about the programs and services, length of participation, and other information necessary to assist in the attainment of the LEP Participant's WTW plan goals. At a minimum, the WTW plan shall include specific activities and services designed to move the LEP Participant into employment and toward self-sufficiency.

- ix. Re-assessment: If a LEP Participant completes his or her WTW plan without securing full-time employment, the Participant shall be re-appraised pursuant to this Agreement. During the reappraisal of LEP Participants, the evaluation of extenuating circumstances should include a review of language and cultural barriers. LEP Participants shall be assigned to appropriate training and education activities, pursuant to this Agreement.

10. **Data Collection**

- a. DPSS shall collect, sort, and generate data, disaggregated by primary language for the Threshold and Non-Threshold languages, with reports issued on a quarterly basis, as set forth below:
  - i. Cases served by DPSS, disaggregated by DPSS program and District Office (This information shall be submitted on a form substantially similar to that appended to this Agreement as Exhibit A);
  - ii. Number of completed applications submitted to DPSS for public assistance, disaggregated by DPSS program and District Office;

- iii. General referrals by DPSS of LEP CalWORKs Participants to GAIN Programs and services, disaggregated by type of service provided;
  - iv. Utilization by LEP Applicants and Participants of DPSS' toll-free language lines, disaggregated by primary language; and
  - v. Utilization by Public Contact Staff of DPSS and Contractors of Language Assistance services operated by a third party, per DPSS program and District Office.
- b. DPSS shall provide the "District Bilingual Authorization Report" on a quarterly basis, and shall include the numbers of cases, disaggregated by Threshold Languages and non-Threshold Languages.
  - c. DPSS shall collect, sort, and generate data, as reported in the monthly caseload characteristics reports, disaggregated by Threshold Language and by non-Threshold Languages. This data should be aggregated countywide by DPSS program as well as disaggregated by District Office. This information shall be submitted in a form substantially similar to that appended to this Agreement as Exhibit B.
  - d. DPSS shall collect, sort, and generate data on a monthly basis welfare-to-work program data, disaggregated by Threshold Languages and Non-Threshold Languages, of the following:
    - i. Numbers of Participants in all components currently reported on the DPSS Welfare-to-Work Monthly Activity Report (WTW 25). These components reported on the WTW 25 include those listed in Part B. [Activities] of the WTW 25 form. This information shall be submitted on a form substantially similar to that appended as Exhibit C to this Agreement.
    - ii. Average entry wage, average entry number of hours worked per week as reported by the Participant, and employment retention rates.
  - e. Pursuant to the California Public Records Request Act, DPSS shall provide reports to interested individuals and organizations upon request.
  - f. All data reports listed shall be collected and centralized at the CCO. These reports will be provided to OCR and the CAB as required in this Agreement and upon request.

11. **Welfare-to-Work Monitoring**

DPSS shall provide to OCR reports substantiating compliance with this Agreement as specified under the REPORTING REQUIREMENTS, Section VII, *infra*. At the same time these reports are provided to OCR, DPSS shall also provide copies of these reports to the

CAB, so that the CAB may provide comment to OCR. DPSS shall also provide the following information concerning its Welfare to Work program to OCR, as listed below:

a. Within **45 calendar days** after the date of this Agreement, DPSS shall submit to OCR:

- i. Copies of any and all correspondence sent to community colleges, regional occupational centers/programs, and other adult education providers that advise providers of their obligation to comply with Title VI.
- ii. Copies of any and all correspondence sent to job training and vocational education providers seeking sign-off for funding that advise them of their obligations to comply with Title VI.
- iii. Copies of the referral list(s) of all adult education, job training, and vocational education programs, by type of program (i.e., ESL, VESL, job training) and by level of English proficiency served; with updated lists sent to OCR bi-annually.
- iv. Drafts of any internal memoranda and/or informational notice to be directed to Public Contact Staff of DPSS and Contractors regarding proper use of the referral list, above.
- v. Copies of any and all documents, including but not limited to released RFPs, RFQs, and any and all correspondence between DPSS and the California Department of Social Services, relating to DPSS' funding request for at least five pilot vocational education or job training programs accessible to LEP Participants.
- vi. Copies of all informational materials currently provided to Participants during GAIN Orientation, including all GAIN informational brochures and videotapes in English, as well as all currently available translations.
- vii. Copies of all informational materials, in English, as well as all currently available translations, provided to Participants informing them of the supportive services available in the CalWORKs program.
- viii. Copy of notice informing Participants of their right to disagree with the recommendations of the vocational assessor and, to the extent applicable, be provided with an impartial, independent third-party assessor in English, as well as all currently available translations.
- ix. Copies of all informational material in English, as well as all currently available translations, regarding the availability, under certain conditions, of bypassing or shortening job search if it is not beneficial.

b. Within **60 calendar days** of the date of this Agreement, DPSS shall submit to OCR:

- i. A schedule of biannual DPSS-coordinated trainings on appropriate curricula, use of tools, and methodology for conducting job search activities for LEP Participants.
  - ii. Drafts of any internal memoranda and/or informational directives to be issued to Public Contact Staff of DPSS and Contractors describing the factors and the procedures used to make an individualized determination that job search would not be a beneficial first activity for LEP Participants.
  - iii. Drafts of any internal memoranda and/or informational directives to be issued to Public Contact Staff of DPSS and Contractors describing the factors and the procedures used to make an individualized determination that job search should be shortened because it is no longer beneficial for LEP Participants.
  - iv. A list of all providers who administer job search services to CalWORKs Participants, by name, with location, contact person, and types of Language Assistance provided.
  - v. A comprehensive narrative description of the specific types of job search/job preparation activities administered for LEP Participants.
  - vi. A list of all supportive services providers, by name, with location, contact person, type of service provided, and language group(s) served.
  - vii. A list of all providers who administer vocational assessments, by name, with location, contact person, type of certification, and types of Language Assistance provided.
- c. Within **120 calendar days** of the date of this Agreement, DPSS shall:
- i. Issue internal memoranda and/or informational directives to appropriate Public Contact Staff of DPSS and Contractors describing the factors and the procedures used to make an individualized determination that job search would not be a beneficial first activity for LEP participants.
  - ii. Issue internal memoranda and/or informational directives to appropriate Public Contact Staff of DPSS and Contractors describing the factors and the procedures used to make an individualized determination that job search should be shortened because it is no longer beneficial for LEP Participants.
  - iii. Submit to OCR a schedule of biannual DPSS-coordinated trainings for Public Contact Staff of DPSS and Contractors who administer Appraisals or Vocational Assessments, on appropriate curricula, use of tools, and methodology for conducting Appraisals and Vocational Assessments for LEP participants.

d. Within **180 calendar days** of the date of this Agreement, DPSS shall:

- i. Submit to OCR certification that DPSS has begun administering a literacy screening in English to LEP Participants as part of Appraisal, and is providing LEP Participants with the "dual track" option if they do not pass the literacy screening in English.
- ii. Submit to OCR certification that appropriate Public Contact Staff of DPSS and Contractors have been directed to make individualized determinations as to whether job search would be beneficial as the first activity for LEP Participants, or whether a direct referral to vocational assessment immediately after Appraisal is proper instead of job search.
- iii. Submit to OCR certification that appropriate Public Contact Staff of DPSS and Contractors have been directed to make individualized determinations as to whether job search should be shortened because it is not beneficial for an LEP Participant.
- iv. Submit to OCR any guidelines on the methods of Appraisal used to evaluate all levels of LEP Participants on the areas listed in V.9.c.iii. and V.9.c.iv of the Agreement.
- v. Select and utilize standardized tools and/or develop and utilize Appraisal tools appropriate for appraising all levels of LEP Participants on the areas listed in V.9.c.iii. and V.9.c.iv., including tests to assess English literacy, and primary language literacy as required in this Agreement. Provide OCR with copies of all Appraisal tools.
- vi. Submit to OCR any internal memoranda and/or informational directives concerning the screening, evaluation, assessment, and assignment of LEP Participants to supportive services, including copies of any and all evaluation tools.
- vii. Submit to OCR any internal memoranda and/or informational directives concerning the administration of vocational assessments to LEP Participants, to ensure a proper evaluation of all the factors listed in V.9.c.vii.
- viii. Select and utilize standardized tools appropriate for evaluating all levels of LEP Participants on the areas listed in V.9.c.vii.

e. Within **one year** of the date of this Agreement, DPSS shall submit to OCR:

- i. A list and description of any new job training and vocational education pilot programs developed for LEP Participants.
- ii. Certification of the trainings held that year, as specified above.
- iii. A statistical breakdown, per Threshold Language, of the following: how many LEP Participants per quarter were sent to job search within 30 days after Appraisal; how many LEP Participants per quarter were referred directly to vocational assessment; how many LEP Participants per quarter were referred to educational or training activities; and, how many LEP Participants per quarter were referred to work experience.

## 12. Individual Remedies

### a. **Non-English/non-Spanish (NE/NS) LEP Cases**

DPSS states that it has reviewed all cases from April 1998 to December 2000 in which the Participant designated a non-English, non-Spanish primary language. Out of approximately 7,500 total cases reviewed there were approximately 5,107 cases in which there was no absolute and conclusive proof that a notice of action for sanction or termination (NOA) had been issued in the designated primary language. For those cases where the NOA may not have been issued in the Participants designated language, DPSS restored the Participants' benefits for a total disbursement of approximately \$1.7 million.

### b. **Spanish LEP Cases**

In order to provide effective Language Assistance with respect to LEP Participants who have designated Spanish as their primary language (Spanish-speaking LEPs), DPSS states that it began converting English Notice of Actions (NOAs) to Spanish on its computerized form generation program (LEADER) in 1999. The conversion process was completed in September 2001, and DPSS certifies that it is now sending all current NOAs in both English and Spanish. DPSS also certifies, that since February 2001 it has also included an insert in all NOAs issued to Spanish-speaking LEPs which states in Spanish the following or a substantially similar statement: "This is an important document about your benefits and needs your immediate attention. DPSS can provide someone to interpret this for you. Contact your case worker."

### c. **Improper Welfare-to-Work Program Assignments.**

CDSS had previously identified various CalWORKs policies in county WTW programs that were inconsistent with State statute and regulations. On February 25, 2002, CDSS issued All-County Letter (ACL) 02-20 providing instructions on remedies related to improper county policies regarding WTW program assignments, and mailed the information notice "CalWORKs Welfare-to-Work Activities Review Request Form" to CalWORKs recipients. The informational

notice was mailed in English and Spanish and contained notification statements in Cambodian, Chinese, Russian and Vietnamese. The notice permits Participants to seek a review by DPSS of their case record file if they believed that DPSS' policies resulted in either an inappropriate WTW assignment, and/or a sanction for refusing to participate in a WTW activity that was not based on their individualized vocational assessment.

For those LEP Participants seeking this review in accordance with ACL 02-20, DPSS shall review LEP Participants' case files and WTW plans to determine whether WTW assignments were based on an individualized vocational assessment that took into account his/her work history, employment skills, knowledge, and abilities. If DPSS determines that the LEP Participant's WTW plan is incorrect and/or the Participant's referral(s) were based on improper across-the-board WTW post-assessment policies, DPSS must work with the LEP Participant to develop an amended WTW plan that addresses the LEP Participant's education and training needs, in accordance with his/her individualized WTW assessment, or take other remedial steps as set forth in ACL 02-20. DPSS shall also restore benefits and/or reset the 18 or 24 month time clock for these Participants as is set forth in ACL 02-20.

## SECTION VI

### NOTICE OF COMPLAINT SETTLEMENT

For a period of three (3) years from the Effective Date of this Agreement, DPSS shall conspicuously post and maintain in reception and Applicant/Participant service areas in each District Office, RITE provider site, and other subcontracted agencies, as appropriate, a copy of the "Notice of Complaint Settlement" appended to this Agreement as Attachment A. The Notice shall be printed and posted in the Threshold Languages defined in Section II.19, *supra*. Further, DPSS shall make the Notice available upon request to community-based organizations or any other party who wishes to post the information.

## SECTION VII

### REPORTING REQUIREMENTS

DPSS shall submit the following documentation to OCR to demonstrate compliance with the terms of this Agreement. This documentation shall summarize the steps taken to implement each provision of this Agreement, with the names of the individual(s) responsible for implementation, and the date that each item was completed.

The items requested in this section are not intended to limit the information DPSS may submit to OCR. DPSS shall provide OCR with additional documentation as necessary, upon request by OCR, to assure compliance with this Agreement.

Following submission to OCR, copies of documentation required by this Agreement shall be made available to interested persons upon request consistent with the California Public Records Act, after names or other information that would identify individual Participants and their families have been redacted.

Specific documentation requirements and time frames are as follows:

1. Within **60 calendar days** after this Agreement becomes effective, DPSS shall submit the following data to OCR:
  - a.. The average monthly number of cases DPSS served in 2001 and, if available, 2002 ;
  - b. The average monthly number of LEP cases DPSS served in 2001 and, if available, 2002.
2. Within **90 calendar days** after this Agreement becomes effective, DPSS shall submit to OCR:
  - a. Identify and submit a report to OCR, as per Section V, of all provisions in this Agreement which require new policies and procedures, or changes to existing policies and procedures. OCR will provide comments and suggestions, if any, to DPSS within 15 working days of receipt of this information.
  - b. A directory of the DPSS employees that staff the Central Coordinating Office (CCO), including the CCO Director. For each CCO staff member, list his/her official title, position description, and job duties.
  - c. A directory of the members appointed to, or individuals with pending appointments to, the Community Advisory Board (CAB).
  - d. A statement that DPSS either has not implemented the toll-free language lines due to financial constraints or has implemented the toll-free language lines, per Section V.5(f), *supra*, in each of the Threshold Languages listed in Section II.19,

*supra*. For each language-specific telephone line, DPSS will provide the name of each Bilingual Staff member assigned, the hours that staff member is assigned to his particular language line, and number of calls received.

3. Within **120 calendar days** after this Agreement becomes effective, DPSS shall submit to OCR:
  - a. A narrative describing the CCO's plans to meet its duties listed under Section V.3, *supra*.
  - b. A narrative outlining the steps that DPSS will take to attempt recruit Bilingual Staff to effectively meet the needs of LEP persons per Section V.5, *supra*. This narrative will include a statement of the assessment of DPSS' LEP population, and staffing policies designed to address the Language Assistance needs of the language groups identified in the LEP assessment.
  - c. A list of all DPSS Bilingual Staff members, per Section V.5.b.ii., *supra*. This list shall include the employee's name, language(s) spoken, District Office, classification, and bonus/non-bonus status. DPSS shall submit a list of bilingual personnel as it is updated quarterly.
  - d. An updated inventory of all State-generated and County-generated translated forms, notices, and informational materials available and/or provided to CalWORKs Participants, per Section V.6, *supra*.
  - e. A proposed time line for completion of translations of County-generated forms, per Section V.6.e., *supra*.
4. Within **180 calendar days** after this Agreement becomes effective, DPSS shall submit to OCR:
  - a. Drafts of all new policies and procedures, or changes to existing policies and procedures, as listed under Section V, *supra*.
  - b. Copies of all posted signs, per Section V.6.j., *supra*, including the language identification ("I Speak") posters and notices informing Participants of the availability of Interpreters, per Section V.4.b.i., *supra*, in the Threshold Languages identified in Section II.19., *supra*. Include a list of where each sign is located in each District Office.
  - c. Copies of all literature (e.g., brochures, booklets, outreach, and recruitment information), if any, informing Participants of the right to free Language Assistance services, in the Threshold Languages identified in Section II.19., *supra*. Include a narrative describing when these forms are made available to Participants.

- d. Copies of the insert which informs Participants who speak a non-Threshold Language, per Section V.6.f., *supra*, of each Participant's right to obtain the information by oral and/or written translation, if a written translation is available, in that Participant's primary language.
  - e. Final copies of all new policies and procedures, or changes to existing policies and procedures, per Section VII.1.a. OCR will provide comments and suggestions, if any, within 15 working days of receipt of these policies and procedures.
5. Within **270 calendar days** after this Agreement becomes effective, DPSS shall submit to OCR:
- a. A report on current efforts and future plans to ensure that recruitment is in agreement with the County's changing language needs based on the monitoring required under Sections V.5.b., *supra*. DPSS shall submit ongoing semi-annual reports on its recruitment efforts.
  - b. Copies of the contracts with DPSS' Supportive Services providers. All new contracts and renewals for existing contracts must include the provider's assurance to comply with Title VI.
  - c. Certification that DPSS is monitoring its training sessions. This certification must be documented in a report and submitted to OCR, with subsequent reports to be submitted at the end of each quarter. The reports will include information such as the title of the training session, program description, a log of employees in attendance, and the number of employees remaining to be trained.
6. Within **one year** after this Agreement becomes effective, DPSS shall submit to OCR:
- a. Notification that DPSS has adopted and disseminated all revised and/or new policies listed under Section V, *supra*.
  - b. A review/assessment of the toll-free language lines, if implemented. This report should include a monthly breakdown of the number of times each language-specific line was accessed and the type of information given.
  - c. A summary of the findings from the periodic audits and announced visits of provider sites.
  - d. Certification that DPSS has implemented all policies and procedures referenced in Section VII.4.e., *supra*.

## SECTION VIII

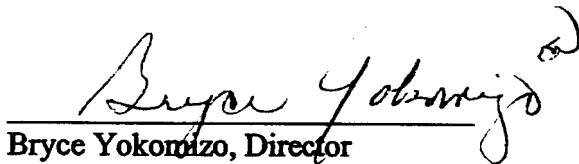
## SIGNATURES

The following parties enter into this Agreement:



Ira Pollack  
Regional Manager  
Office for Civil Rights, Region IX  
U.S. Department of Health and Human Services

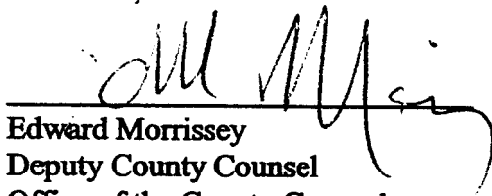
10 / 23 / 03  
Date



Bryce Yokomizo, Director  
Department of Public Social Services  
County of Los Angeles

10 / 16 / 03  
Date

Approved as to form:



Edward Morrissey  
Deputy County Counsel  
Office of the County Counsel  
County of Los Angeles

10 / 7 / 03  
Date

## Attachment A

### NOTICE OF SETTLEMENT UNDER TITLE VI OF THE CIVIL RIGHTS ACT OF 1964

THE UNITED STATES DEPARTMENT OF HEALTH AND HUMAN SERVICES ("HHS"), OFFICE FOR CIVIL RIGHTS ("OCR") and the LOS ANGELES COUNTY DEPARTMENT OF PUBLIC SOCIAL SERVICES ("DPSS") have entered into a resolution agreement ("Agreement") which concerns the provision of Language Assistance services to persons who have difficulty speaking and understanding English, or Limited-English Proficient ("LEP") persons. DPSS maintains that it has at all times provided effective Language Assistance to LEP persons. Further, OCR and DPSS acknowledge that OCR has not made a determination that DPSS has failed to provide such Language Assistance.

The Agreement confirms DPSS' continuing commitment to provide Interpreters and other Language Assistance, at no cost to LEP persons, as necessary for effective communication in connection with the application for and receipt of public assistance benefits and services. In order to further ensure that adequate and effective assistance is provided to LEP persons, DPSS has agreed to take the following actions:

- (1) Adopting revised policies and procedures pertaining to the assistance of LEP persons in public assistance offices, including all CalWORKs eligibility offices, GAIN (welfare to work) offices, and all contracted CalWORKs Supportive Services providers. As part of these revised policies and procedures, DPSS will provide Language Assistance, including providing Interpreters, free of charge to LEP persons who need such assistance;
- (2) Establishing a Central Coordinating Office ("CCO") whose duties include, but are not limited to, responding to questions and concerns about the adequacy of language services in each DPSS office;
- (3) Printing forms, notices and informational materials in the languages most frequently used by LEP persons who receive public assistance benefits, as defined by Section II.19. of the Resolution Agreement. When no translated form is available, an Interpreter will be made available to provide oral translation;
- (4) Training certain staff who work in public assistance offices on the revised policies and procedures and other terms of the Agreement; and
- (5) Periodically assessing whether the communication needs of LEP persons are being met by the resources provided by DPSS and whether those resources need to be changed or expanded.

Copies of the Resolution Agreement are available upon request from DPSS' CCO. Please contact the CCO Director, at (562) 908-8501 (voice) or (562) 908-6650 (TDD) or by writing to the following address:

DEPARTMENT OF PUBLIC SOCIAL SERVICES  
Civil Rights and Language Services Section  
12860 Crossroads Parkway, South  
City of Industry, CA 91746

This notice is to be posted in the following languages: Armenian, Cambodian (Khmer), Chinese, Korean, Russian, Spanish, and Vietnamese. Please inform DPSS at the number listed above if this notice is not available at your location.

# **EXHIBIT A**

**Primary Language - All Programs**  
**December 2002**

02/05/2003

DPSS DISTRICTS BY DIVISIONS	ENGLISH CASES %	SPANISH CASES %	ARMENIAN CASES %	VIETNAMESE CASES %	CANTONESE CASES %	KOREAN CASES %	MANDARIN CASES %	CAMBODIAN CASES %	TAGALOG CASES %
Compton	22,282 55.4	17,588 43.7	3 0.0	23 0.1	11 0.0	67 0.2	11 0.0	17 0.0	115 0.3
Florence	7,885 34.3	15,087 65.7	0 0.0	0 0.0	0 0.0	2 0.0	1 0.0	0 0.0	1 0.0
Lincoln Heights	3,246 38.7	4,488 53.5	1 0.0	176 2.1	386 4.4	1 0.0	18 0.2	46 0.5	3 0.0
Metro Family	8,333 27.8	20,178 67.4	1 0.0	170 0.6	758 2.5	118 0.4	77 0.3	50 0.2	61 0.2
Rancho Park	14,978 67.6	5,652 25.5	21 0.1	22 0.1	10 0.0	127 0.6	30 0.1	1 0.0	32 0.1
South Central	12,841 56.0	10,027 43.8	2 0.0	3 0.0	5 0.0	20 0.1	1 0.0	4 0.0	4 0.0
South Special	11,928 93.8	597 4.7	0 0.0	31 0.2	3 0.0	32 0.1	0 0.0	86 0.7	20 0.2
West Los Angeles	5,595 74.7	1,472 19.7	8 0.1	9 0.1	0 0.0	5 0.1	0 0.0	4 0.1	0 0.0
Wilshire Special	8,486 27.6	17,576 57.1	889 2.9	260 0.8	473 1.5	937 3.0	375 1.2	41 0.1	719 2.3
Wilshire Special(Sub)	1 50.0	0 0.0	0 0.0	0 0.0	0 0.0	1 50.0	0 0.0	0 0.0	0 0.0
<b>TOTAL DIVISION I</b>	<b>95,575 48.4</b>	<b>92,845 46.9</b>	<b>925 0.5</b>	<b>694 0.4</b>	<b>1,826 0.8</b>	<b>1,310 0.7</b>	<b>513 0.3</b>	<b>249 0.1</b>	<b>955 0.5</b>
East Valley	12,638 31.5	25,394 63.2	1,490 3.7	66 0.2	2 0.0	42 0.1	3 0.0	20 0.0	101 0.3
El Monte	20,892 35.7	26,524 45.8	19 0.0	2,965 5.1	3,573 6.2	133 0.2	2,576 4.4	130 0.2	193 0.3
Glendale	15,822 41.5	12,190 31.9	8,552 22.4	135 0.4	30 0.1	313 0.8	13 0.0	1 0.0	298 0.8
Lancaster	23,379 79.5	5,892 20.0	39 0.1	15 0.1	0 0.0	9 0.0	1 0.0	4 0.0	40 0.1
Metro North	5,602 25.5	10,486 47.7	1,809 8.2	228 1.0	853 3.9	1,531 7.0	363 1.7	157 0.7	300 1.4
Metro Special	26,455 44.1	32,731 54.5	4 0.0	30 0.0	20 0.0	651 1.1	5 0.0	11 0.0	42 0.1
Pasadena	10,173 61.8	5,242 31.9	405 2.5	26 0.2	87 0.5	80 0.4	247 1.5	2 0.0	24 0.1
Pomona	23,255 58.4	14,434 38.3	11 0.0	361 0.9	179 0.4	239 0.6	493 1.2	96 0.2	144 0.4
San Fernando	2,012 80.3	180 7.2	117 4.7	25 1.0	2 0.1	17 0.7	0 0.0	0 0.0	35 1.4
San Gabriel Valley	5,653 54.2	1,701 16.3	2 0.0	1,676 16.1	845 8.1	10 0.1	252 2.4	168 1.6	5 0.0
Santa Clarita	3,466 60.2	2,190 38.0	8 0.1	7 0.1	4 0.1	19 0.3	10 0.2	1 0.0	11 0.2
West Valley	19,605 45.6	20,204 47.0	427 1.0	512 1.2	17 0.0	218 0.5	43 0.1	31 0.1	235 0.5
<b>TOTAL DIVISION II</b>	<b>168,742 46.1</b>	<b>157,168 43.0</b>	<b>12,883 3.5</b>	<b>6,046 1.7</b>	<b>5,612 1.5</b>	<b>3,242 0.9</b>	<b>4,006 1.1</b>	<b>621 0.2</b>	<b>1,428 0.4</b>
Belvedere	13,068 28.3	32 133 71.1	98 0.2	22 0.0	19 0.0	21 0.0	12 0.0	16 0.0	10 0.0
Civic Center	9,892 63.2	1,336 14.9	812 5.2	59 0.4	57 0.4	1,573 10.0	31 0.2	24 0.2	373 2.4
Cudahy	10,760 35.3	1,573 64.2	0 0.0	10 0.0	1 0.0	62 0.2	1 0.0	9 0.0	11 0.0
Metro East	7,342 51.5	1,860 48.1	7 0.0	13 0.1	22 0.2	4 0.0	3 0.0	0 0.0	0 0.0
Norwalk	16,016 58.0	10,236 37.1	14 0.1	153 0.6	44 0.2	371 1.3	92 0.3	92 0.3	262 0.9
South Family	17,225 48.5	15,231 42.8	5 0.0	350 1.0	5 0.0	17 0.0	2 0.0	2,427 6.8	119 0.3
Southwest Family	14,037 78.0	3,658 20.3	0 0.0	253 1.4	2 0.0	8 0.0	0 0.0	7 0.0	1 0.0
Southwest Special	25,857 61.4	15,377 36.5	7 0.0	222 0.5	14 0.0	287 0.7	26 0.1	3 0.0	56 0.1
<b>TOTAL DIVISION III</b>	<b>114,197 49.7</b>	<b>106,104 46.2</b>	<b>933 0.4</b>	<b>1,082 0.5</b>	<b>164 0.1</b>	<b>2,343 1.0</b>	<b>167 0.1</b>	<b>2,578 1.1</b>	<b>832 0.4</b>
Exposition Park	8,401 74.8	2,805 25.0	1 0.0	4 0.0	0 0.0	5 0.0	0 0.0	1 0.0	1 0.0
Paramount	11,434 55.8	8,401 41.0	0 0.0	136 0.7	7 0.0	89 0.4	9 0.0	274 1.3	57 0.3
<b>TOTAL GR DIVISION</b>	<b>19,835 62.6</b>	<b>11,206 35.3</b>	<b>1 0.0</b>	<b>140 0.4</b>	<b>7 0.0</b>	<b>94 0.3</b>	<b>9 0.0</b>	<b>275 0.9</b>	<b>58 0.2</b>
CMEP	1,557 43.7	1,875 52.7	4 0.1	4 0.1	29 0.8	37 1.0	19 0.5	2 0.1	1 0.0
Canoga Park Med. Regional	1,539 39.8	1,867 48.2	233 6.0	28 0.7	7 0.2	28 0.7	12 0.3	2 0.1	29 0.7
Department Of Mental Health Ci	1 100.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0
Medi-Cal Long Term Care	24,618 95.1	1,082 4.2	18 0.1	7 0.0	19 0.1	55 0.2	10 0.0	4 0.0	15 0.1
Medi-Cal Mail-In Processing Ce	1,024 48.0	957 44.9	18 0.8	19 0.9	7 0.3	32 1.5	6 0.3	2 0.1	15 0.7
Medi-Cal Outstation	2,202 77.3	590 20.7	19 0.7	3 0.1	5 0.2	3 0.1	3 0.1	1 0.0	7 0.2
OBRA Outreach District	72 34.0	130 61.3	0 0.0	0 0.0	8 3.8	1 0.5	1 0.5	0 0.0	0 0.0
Perinatal Clinic / OBRA	220 43.2	284 55.8	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	1 0.2	0 0.0
<b>TOTAL MEDI-CAL DIVISION</b>	<b>31,233 80.0</b>	<b>6,785 17.4</b>	<b>292 0.7</b>	<b>61 0.2</b>	<b>75 0.2</b>	<b>156 0.4</b>	<b>51 0.1</b>	<b>12 0.0</b>	<b>67 0.2</b>
<b>DPSS TOTAL</b>	<b>429,582 49.7</b>	<b>373,908 43.3</b>	<b>15,034 1.7</b>	<b>8,023 0.9</b>	<b>7,484 0.9</b>	<b>7,145 0.8</b>	<b>4,746 0.5</b>	<b>3,735 0.4</b>	<b>3,340 0.4</b>
<b>DHS TOTAL</b>	<b>460 43.4</b>	<b>581 54.8</b>	<b>0 0.0</b>	<b>0 0.0</b>	<b>0 0.0</b>	<b>10 0.9</b>	<b>2 0.2</b>	<b>0 0.0</b>	<b>0 0.0</b>
<b>DCFS TOTAL</b>	<b>12,101 96.4</b>	<b>438 3.5</b>	<b>0 0.0</b>	<b>1 0.0</b>	<b>0 0.0</b>	<b>3 0.0</b>	<b>0 0.0</b>	<b>1 0.0</b>	<b>0 0.0</b>

# Primary Language - All Programs

02/05/2003

December 2002

DPSS DISTRICTS BY DIVISIONS	RUSSIAN CASES	%	FARSI CASES	%	CHINESE CASES	%	ARABIC CASES	%	THAI CASES	%	OTHER CASES	%	HINDI CASES	%	JAPANESE CASES	%
Compton	0.0	8	23	0.1	22	0.1	15	0.0	3	0.0	8	0.0	2	0.0	14	0.0
Florence	0.0	0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Lincoln Heights	0.0	0	0	0.0	41	0.5	1	0.0	3	0.0	0	0.0	0	0.0	1	0.0
Metro Family	0.0	1	2	0.0	142	0.5	5	0.0	17	0.1	6	0.0	1	0.0	5	0.0
Rancho Park	2.3	516	508	2.3	53	0.2	48	0.2	17	0.1	41	0.2	19	0.1	15	0.1
South Central	0.0	2	0	0.0	0	0.0	1	0.0	2	0.0	2	0.0	0	0.0	2	0.0
South Special	0.0	1	0	0.0	3	0.0	5	0.0	0	0.0	2	0.0	0	0.0	0	0.0
West Los Angeles	2.8	209	160	2.1	0	0.0	11	0.1	0	0.0	4	0.1	1	0.0	2	0.0
Wilshire Special	0.9	277	230	0.7	142	0.5	48	0.2	113	0.4	72	0.2	38	0.1	21	0.1
Wilshire Special(Sub)	0.0	0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
<b>TOTAL DIVISION I</b>	<b>1,014</b>	<b>0.5</b>	<b>923</b>	<b>0.5</b>	<b>403</b>	<b>0.2</b>	<b>134</b>	<b>0.1</b>	<b>155</b>	<b>0.1</b>	<b>135</b>	<b>0.1</b>	<b>61</b>	<b>0.0</b>	<b>60</b>	<b>0.0</b>
East Valley	0.5	199	46	0.1	1	0.0	22	0.1	80	0.2	21	0.1	6	0.0	5	0.0
El Monte	0.0	7	14	0.0	925	1.6	40	0.1	50	0.1	22	0.0	11	0.0	20	0.0
Glendale	0.7	256	246	0.6	39	0.1	140	0.4	48	0.1	21	0.1	12	0.0	9	0.0
Lancaster	0.0	2	11	0.0	5	0.0	10	0.0	1	0.0	6	0.0	2	0.0	2	0.0
Metro North	2.0	435	48	0.2	103	0.5	8	0.0	14	0.1	6	0.0	0	0.0	28	0.1
Metro Special	0.0	3	9	0.0	37	0.1	3	0.0	5	0.0	14	0.0	1	0.0	9	0.0
Pasadena	0.1	9	19	0.1	90	0.5	16	0.1	9	0.1	4	0.0	17	0.0	10	0.1
Pomona	0.0	9	25	0.1	325	0.8	89	0.2	35	0.1	24	0.1	4	0.0	6	0.0
San Fernando	2.1	52	37	1.5	5	0.2	7	0.3	3	0.1	3	0.1	4	0.2	0	0.0
San Gabriel Valley	0.0	2	3	0.0	81	0.8	10	0.1	3	0.0	6	0.1	1	0.0	0	0.0
Santa Clarita	0.1	3	10	0.2	3	0.1	7	0.1	3	0.1	6	0.1	0	0.0	1	0.0
West Valley	0.6	255	988	2.3	58	0.1	137	0.3	28	0.1	48	0.1	61	0.1	7	0.0
<b>TOTAL DIVISION II</b>	<b>1,232</b>	<b>0.3</b>	<b>1,467</b>	<b>0.4</b>	<b>1,670</b>	<b>0.5</b>	<b>489</b>	<b>0.1</b>	<b>277</b>	<b>0.1</b>	<b>179</b>	<b>0.0</b>	<b>117</b>	<b>0.0</b>	<b>95</b>	<b>0.0</b>
Belvedere	0.0	15	2	0.0	16	0.0	15	0.0	0	0.0	2	0.0	0	0.0	3	0.0
Civic Center	1.8	276	14	0.1	77	0.5	19	0.1	41	0.3	28	0.2	7	0.0	8	0.1
Cudahy	0.0	4	4	0.0	4	0.0	17	0.1	4	0.0	1	0.0	2	0.0	1	0.0
Metro East	0.0	2	0	0.0	3	0.0	5	0.0	0	0.0	2	0.0	0	0.0	0	0.0
Norwalk	0.0	8	8	0.0	125	0.5	35	0.1	28	0.1	33	0.1	33	0.1	3	0.0
South Family	0.0	9	13	0.0	19	0.1	14	0.0	12	0.0	5	0.0	5	0.0	6	0.0
Southwest Family	0.0	1	8	0.0	1	0.0	7	0.0	0	0.0	9	0.1	1	0.0	1	0.0
Southwest Special	0.0	9	29	0.1	50	0.1	44	0.1	17	0.0	24	0.1	9	0.0	32	0.1
<b>TOTAL DIVISION III</b>	<b>324</b>	<b>0.1</b>	<b>78</b>	<b>0.0</b>	<b>295</b>	<b>0.1</b>	<b>156</b>	<b>0.1</b>	<b>100</b>	<b>0.0</b>	<b>104</b>	<b>0.0</b>	<b>57</b>	<b>0.0</b>	<b>54</b>	<b>0.0</b>
Exposition Park	0.0	0	0	0.0	0	0.0	0	0.0	1	0.0	2	0.0	0	0.0	0	0.0
Paramount	0.0	3	1	0.0	18	0.1	3	0.0	13	0.1	6	0.0	2	0.0	4	0.0
<b>TOTAL GR DIVISION</b>	<b>3</b>	<b>0.0</b>	<b>1</b>	<b>0.0</b>	<b>18</b>	<b>0.1</b>	<b>3</b>	<b>0.0</b>	<b>14</b>	<b>0.0</b>	<b>8</b>	<b>0.0</b>	<b>2</b>	<b>0.0</b>	<b>4</b>	<b>0.0</b>
CMEP	0.1	2	0	0.0	15	0.4	1	0.0	9	0.3	0	0.0	1	0.0	0	0.0
Canoga Park Med. Regional	0.5	19	42	1.1	10	0.3	11	0.3	10	0.3	8	0.2	6	0.2	2	0.1
Department Of Mental Health Cl	0.0	0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Medi-Cal Long Term Care	0.0	6	4	0.0	22	0.1	2	0.0	1	0.0	2	0.0	1	0.0	21	0.1
Medi-Cal Mail-In Processing Ce	0.1	3	7	0.3	23	1.1	7	0.3	3	0.1	1	0.0	1	0.0	2	0.1
Medi-Cal Outstation	0.0	1	0	0.0	1	0.0	7	0.2	0	0.0	2	0.1	1	0.0	2	0.1
OBRA Outreach District	0.0	0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Perinatal Clinic / OBRA	0.0	0	0	0.0	0	0.0	0	0.0	2	0.4	0	0.0	0	0.0	1	0.2
<b>TOTAL MEDI-CAL</b>	<b>31</b>	<b>0.1</b>	<b>53</b>	<b>0.1</b>	<b>71</b>	<b>0.2</b>	<b>28</b>	<b>0.1</b>	<b>25</b>	<b>0.1</b>	<b>13</b>	<b>0.0</b>	<b>10</b>	<b>0.0</b>	<b>28</b>	<b>0.1</b>
<b>DPSS TOTAL</b>	<b>2,604</b>	<b>0.3</b>	<b>2,522</b>	<b>0.3</b>	<b>2,457</b>	<b>0.28</b>	<b>810</b>	<b>0.1</b>	<b>571</b>	<b>0.1</b>	<b>439</b>	<b>0.1</b>	<b>247</b>	<b>0.0</b>	<b>241</b>	<b>0.0</b>
<b>DHS TOTAL</b>	<b>1</b>	<b>0.1</b>	<b>0</b>	<b>0.0</b>	<b>3</b>	<b>0.28</b>	<b>1</b>	<b>0.1</b>	<b>1</b>	<b>0.1</b>	<b>1</b>	<b>0.1</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
<b>DCFS TOTAL</b>	<b>0</b>	<b>0.0</b>	<b>1</b>	<b>0.0</b>	<b>2</b>	<b>0.02</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>2</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>3</b>	<b>0.0</b>

# Primary Language - All Programs

December 2002

02/05/2003

DPSS DISTRICTS BY DIVISIONS	LAO CASES	%	INDONESIAN CASES	%	AMSLAN CASES	%	SAMOAN CASES	%	RUMANIAN CASES	%	FRENCH CASES	%	YUGOSLAVIAN CASES	%	PORTUGUESE CASES	%
Compton	2	0.0	3	0.0	4	0.0	23	0.1	0	0.0	4	0.0	1	0.0	1	0.0
Florence	0	0.0	0	0.0	2	0.0	1	0.0	0	0.0	0	0.0	0	0.0	1	0.0
Lincoln Heights	1	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Metro Family	0	0.0	1	0.0	1	0.0	2	0.0	0	0.0	1	0.0	0	0.0	0	0.0
Rancho Park	0	0.0	4	0.0	3	0.0	0	0.0	5	0.0	14	0.1	6	0.0	0	0.0
South Central	0	0.0	0	0.0	1	0.0	1	0.0	0	0.0	0	0.0	0	0.0	9	0.0
South Special	0	0.0	0	0.0	2	0.0	6	0.0	0	0.0	0	0.0	0	0.0	0	0.0
West Los Angeles	0	0.0	0	0.0	0	0.0	0	0.0	1	0.0	1	0.0	1	0.0	0	0.0
Wishire Special	4	0.0	10	0.0	1	0.0	2	0.0	11	0.0	12	0.0	3	0.0	1	0.0
Wishire Special(Sub)	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
<b>TOTAL DIVISION I</b>	<b>7</b>	<b>0.0</b>	<b>18</b>	<b>0.0</b>	<b>14</b>	<b>0.0</b>	<b>35</b>	<b>0.0</b>	<b>17</b>	<b>0.0</b>	<b>32</b>	<b>0.0</b>	<b>11</b>	<b>0.0</b>	<b>12</b>	<b>0.0</b>
East Valley	0	0.0	3	0.0	6	0.0	0	0.0	1	0.0	4	0.0	2	0.0	1	0.0
El Monte	20	0.0	50	0.1	9	0.0	3	0.0	0	0.0	1	0.0	0	0.0	0	0.0
Glendale	3	0.0	1	0.0	3	0.0	1	0.0	6	0.0	3	0.0	4	0.0	2	0.0
Lancaster	0	0.0	1	0.0	3	0.0	0	0.0	0	0.0	0	0.0	0	0.0	1	0.0
Metro North	12	0.1	2	0.0	1	0.0	0	0.0	0	0.0	3	0.0	2	0.0	0	0.0
Metro Special	1	0.0	5	0.0	3	0.0	1	0.0	1	0.0	6	0.0	0	0.0	0	0.0
Pasadena	0	0.0	4	0.0	3	0.0	0	0.0	0	0.0	1	0.0	11	0.1	1	0.0
Pomona	14	0.0	19	0.0	17	0.0	3	0.0	0	0.0	0	0.0	0	0.0	1	0.0
San Fernando	0	0.0	0	0.0	0	0.0	0	0.0	1	0.0	0	0.0	3	0.1	0	0.0
San Gabriel Valley	2	0.0	0	0.0	3	0.0	0	0.0	0	0.0	0	0.0	1	0.0	0	0.0
Santa Clarita	0	0.0	0	0.0	2	0.0	1	0.0	0	0.0	1	0.0	1	0.0	0	0.0
West Valley	2	0.0	11	0.0	10	0.0	5	0.0	11	0.0	6	0.0	1	0.0	2	0.0
<b>TOTAL DIVISION II</b>	<b>54</b>	<b>0.0</b>	<b>98</b>	<b>0.0</b>	<b>60</b>	<b>0.0</b>	<b>14</b>	<b>0.0</b>	<b>20</b>	<b>0.0</b>	<b>25</b>	<b>0.0</b>	<b>25</b>	<b>0.0</b>	<b>8</b>	<b>0.0</b>
Belvedere	0	0.0	0	0.0	3	0.0	5	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Civic Center	1	0.0	1	0.0	1	0.0	0	0.0	19	0.1	0	0.0	0	0.0	1	0.0
Cudahy	0	0.0	0	0.0	2	0.0	1	0.0	0	0.0	0	0.0	1	0.0	1	0.0
Metro East	0	0.0	0	0.0	1	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Norwalk	9	0.0	9	0.0	10	0.0	8	0.0	11	0.0	1	0.0	1	0.0	8	0.0
South Family	35	0.1	0	0.0	8	0.0	19	0.1	1	0.0	0	0.0	2	0.0	0	0.0
Southwest Family	1	0.0	0	0.0	1	0.0	0	0.0	0	0.0	1	0.0	1	0.0	1	0.0
Southwest Special	0	0.0	3	0.0	6	0.0	1	0.0	0	0.0	2	0.0	0	0.0	6	0.0
<b>TOTAL DIVISION III</b>	<b>46</b>	<b>0.0</b>	<b>13</b>	<b>0.0</b>	<b>32</b>	<b>0.0</b>	<b>34</b>	<b>0.0</b>	<b>31</b>	<b>0.0</b>	<b>4</b>	<b>0.0</b>	<b>5</b>	<b>0.0</b>	<b>17</b>	<b>0.0</b>
Exposition Park	0	0.0	0	0.0	1	0.0	1	0.0	0	0.0	1	0.0	0	0.0	0	0.0
Paramount	3	0.0	0	0.0	2	0.0	9	0.0	0	0.0	2	0.0	0	0.0	2	0.0
<b>TOTAL GR DIVISION</b>	<b>3</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>3</b>	<b>0.0</b>	<b>10</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>3</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>2</b>	<b>0.0</b>
GMEP	0	0.0	2	0.1	0	0.0	0	0.0	1	0.0	0	0.0	0	0.0	0	0.0
Canoga Park Med. Regional	3	0.1	0	0.0	1	0.0	0	0.0	1	0.0	0	0.0	0	0.0	3	0.1
Department Of Mental Health Cl	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Medi-Cal Long Term Care	0	0.0	1	0.0	4	0.0	0	0.0	1	0.0	0	0.0	1	0.0	0	0.0
Medi-Cal Mail-In Processing Ce	0	0.0	3	0.1	0	0.0	1	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Medi-Cal Outstation	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
OBRA Outreach District	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	1	0.0
Perinatal Clinic / OBRA	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
<b>TOTAL MEDI-CAL</b>	<b>3</b>	<b>0.0</b>	<b>6</b>	<b>0.0</b>	<b>5</b>	<b>0.0</b>	<b>1</b>	<b>0.0</b>	<b>3</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>2</b>	<b>0.0</b>	<b>4</b>	<b>0.0</b>
<b>DPSS TOTAL</b>	<b>113</b>	<b>0.0</b>	<b>133</b>	<b>0.0</b>	<b>114</b>	<b>0.0</b>	<b>94</b>	<b>0.0</b>	<b>71</b>	<b>0.0</b>	<b>64</b>	<b>0.0</b>	<b>43</b>	<b>0.0</b>	<b>43</b>	<b>0.0</b>
<b>DHS TOTAL</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
<b>DCFS TOTAL</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>1</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>

**Primary Language - All Programs  
December 2002**

02/05/2003

DPSS DISTRICTS BY DIVISIONS	HEBREW CASES %	TURKISH CASES %	POLISH CASES %	HUNGARIAN CASES %	GREEK CASES %	HMUNG CASES %	ITALIAN CASES %	ILLACANO CASES %
Compton	1 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	1 0.0	1 0.0
Florence	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0
Lincoln Heights	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0
Meiro Family	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0
Rancho Park	14 0.1	8 0.0	5 0.0	4 0.0	0 0.0	0 0.0	2 0.0	0 0.0
South Central	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	1 0.0
South Special	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0
West Los Angeles	2 0.0	1 0.0	0 0.0	0 0.0	0 0.0	0 0.0	1 0.0	0 0.0
Wilshire Special	0 0.0	1 0.0	3 0.0	6 0.0	3 0.0	0 0.0	1 0.0	0 0.0
Wilshire Special(Sub)	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0
<b>TOTAL DIVISION I</b>	<b>17 0.0</b>	<b>10 0.0</b>	<b>8 0.0</b>	<b>10 0.0</b>	<b>3 0.0</b>	<b>0 0.0</b>	<b>5 0.0</b>	<b>2 0.0</b>
East Valley	4 0.0	2 0.0	1 0.0	3 0.0	1 0.0	0 0.0	1 0.0	1 0.0
El Monte	0 0.0	0 0.0	0 0.0	2 0.0	2 0.0	0 0.0	1 0.0	1 0.0
Glendale	1 0.0	2 0.0	2 0.0	2 0.0	0 0.0	0 0.0	1 0.0	0 0.0
Lancaster	1 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0
Metro North	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0
Metro Special	1 0.0	0 0.0	2 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0
Pasadena	0 0.0	1 0.0	2 0.0	0 0.0	1 0.0	0 0.0	0 0.0	0 0.0
Pomona	1 0.0	1 0.0	1 0.0	0 0.0	3 0.0	2 0.0	1 0.0	2 0.0
San Fernando	0 0.0	1 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0
San Gabriel Valley	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	1 0.0	0 0.0
Santa Clarita	0 0.0	0 0.0	1 0.0	1 0.0	0 0.0	0 0.0	0 0.0	0 0.0
West Valley	13 0.0	7 0.0	3 0.0	3 0.0	3 0.0	0 0.0	3 0.0	0 0.0
<b>TOTAL DIVISION II</b>	<b>21 0.0</b>	<b>14 0.0</b>	<b>12 0.0</b>	<b>11 0.0</b>	<b>10 0.0</b>	<b>2 0.0</b>	<b>8 0.0</b>	<b>5 0.0</b>
Belvedere	0 0.0	1 0.0	0 0.0	0 0.0	0 0.0	0 0.0	1 0.0	0 0.0
Chic Center	1 0.0	2 0.0	1 0.0	0 0.0	2 0.0	0 0.0	0 0.0	3 0.0
Cudahy	0 0.0	1 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0
Metro East	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0
Norwalk	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0
South Family	0 0.0	0 0.0	1 0.0	0 0.0	1 0.0	12 0.0	0 0.0	0 0.0
Southwest Family	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0
Southwest Special	0 0.0	1 0.0	1 0.0	2 0.0	1 0.0	0 0.0	0 0.0	0 0.0
<b>TOTAL DIVISION III</b>	<b>1 0.0</b>	<b>5 0.0</b>	<b>3 0.0</b>	<b>2 0.0</b>	<b>4 0.0</b>	<b>12 0.0</b>	<b>1 0.0</b>	<b>3 0.0</b>
Exposition Park	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0
Paramount	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	2 0.0	0 0.0	0 0.0
<b>TOTAL GR DIVISION</b>	<b>0 0.0</b>	<b>0 0.0</b>	<b>0 0.0</b>	<b>0 0.0</b>	<b>0 0.0</b>	<b>2 0.0</b>	<b>0 0.0</b>	<b>0 0.0</b>
CMEP	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0
Canoga Park Med. Regional	2 0.1	2 0.1	1 0.0	1 0.0	0 0.0	0 0.0	1 0.0	1 0.0
Department Of Mental Health Cl	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0
Medi-Cal Long Term Care	0 0.0	0 0.0	1 0.0	1 0.0	0 0.0	0 0.0	0 0.0	0 0.0
Medi-Cal Mail-In Processing Ce	0 0.0	0 0.0	0 0.0	0 0.0	1 0.0	0 0.0	0 0.0	0 0.0
Medi-Cal Outstation	0 0.0	0 0.0	1 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0
OBRA Outreach District	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0
Perinatal Clinic/OBRA	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0
<b>TOTAL MEDI-CAL DIVISION</b>	<b>2 0.0</b>	<b>2 0.0</b>	<b>3 0.0</b>	<b>2 0.0</b>	<b>1 0.0</b>	<b>0 0.0</b>	<b>1 0.0</b>	<b>1 0.0</b>
<b>DPSS TOTAL</b>	<b>41 0.0</b>	<b>31 0.0</b>	<b>26 0.0</b>	<b>25 0.0</b>	<b>18 0.0</b>	<b>16 0.0</b>	<b>15 0.0</b>	<b>11 0.0</b>
<b>DHS TOTAL</b>	<b>0 0.0</b>	<b>0 0.0</b>	<b>0 0.0</b>	<b>0 0.0</b>	<b>0 0.0</b>	<b>0 0.0</b>	<b>0 0.0</b>	<b>0 0.0</b>
<b>DCFS TOTAL</b>	<b>0 0.0</b>	<b>0 0.0</b>	<b>0 0.0</b>	<b>0 0.0</b>	<b>0 0.0</b>	<b>0 0.0</b>	<b>0 0.0</b>	<b>0 0.0</b>

**Primary Language - All Programs  
December 2002**

02/05/2003

DPSS DISTRICTS BY DIVISIONS	GERMAN CASES	%	YIDDISH CASES	%	MALAYO CASES	%	ROMANY CASES	%	GUAMANIAN CASES	%	MIEN CASES	%	SCANDINAVIAN CASES	%	TOTAL CASELOAD
Compton	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	40,233
Florence	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	22,980
Lincoln Heights	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	8,392
Metro Family	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	29,930
Rancho Park	3	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	22,188
South Central	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	22,918
South Special	0	0.0	0	0.0	0	0.0	1	0.0	0	0.0	0	0.0	0	0.0	12,717
West Los Angeles	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	1	0.0	0	0.0	7,488
Wilshire Special	0	0.0	1	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	30,756
Wilshire Special(Sub)	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	2
<b>TOTAL DIVISION I</b>	<b>3</b>	<b>0.0</b>	<b>1</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>1</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>1</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>197,584</b>
East Valley	0	0.0	0	0.0	0	0.0	1	0.0	0	0.0	0	0.0	0	0.0	40,167
El Monte	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	57,973
Glendale	1	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	38,157
Lancaster	1	0.0	1	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	29,428
Metro North	0	0.0	0	0.0	0	0.0	1	0.0	0	0.0	1	0.0	0	0.0	21,991
Metro Special	0	0.0	0	0.0	0	0.0	0	0.0	1	0.0	0	0.0	0	0.0	80,051
Pasadena	0	0.0	0	0.0	0	0.0	1	0.0	0	0.0	0	0.0	0	0.0	16,451
Pomona	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	39,807
San Fernando	1	0.0	0	0.0	0	0.0	1	0.0	0	0.0	0	0.0	0	0.0	2,506
San Gabriel Valley	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	10,425
Santa Clarita	1	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	5,757
West Valley	2	0.0	0	0.0	2	0.0	1	0.0	1	0.0	0	0.0	0	0.0	42,965
<b>TOTAL DIVISION II</b>	<b>6</b>	<b>0.0</b>	<b>1</b>	<b>0.0</b>	<b>2</b>	<b>0.0</b>	<b>5</b>	<b>0.0</b>	<b>2</b>	<b>0.0</b>	<b>1</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>365,676</b>
Belvedere	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	46,152
Civic Center	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	1	0.0	15,660
Cudahy	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	30,470
Metro East	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	14,264
Norwalk	1	0.0	0	0.0	1	0.0	0	0.0	0	0.0	0	0.0	0	0.0	27,610
South Family	2	0.0	0	0.0	0	0.0	0	0.0	2	0.0	0	0.0	0	0.0	35,547
Southwest Family	0	0.0	0	0.0	1	0.0	0	0.0	0	0.0	0	0.0	0	0.0	18,000
Southwest Special	1	0.0	1	0.0	1	0.0	0	0.0	0	0.0	0	0.0	0	0.0	42,089
<b>TOTAL DIVISION III</b>	<b>4</b>	<b>0.0</b>	<b>1</b>	<b>0.0</b>	<b>3</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>2</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>1</b>	<b>0.0</b>	<b>229,792</b>
Exposition Park	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	11,224
Paramount	0	0.0	0	0.0	1	0.0	1	0.0	0	0.0	0	0.0	0	0.0	20,479
<b>TOTAL GR DIVISION</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>1</b>	<b>0.0</b>	<b>1</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>31,703</b>
CMEP	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	3,559
Canoga Park Med. Regional	0	0.0	0	0.0	0	0.0	1	0.0	0	0.0	0	0.0	0	0.0	3,871
Department Of Mental Health Cl	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	1
Medi-Cal Long Term Care	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	25,896
Medi-Cal Mail-In Processing Ce	1	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	2,133
Medi-Cal Outstation	0	0.0	1	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	2,850
OBRA Outreach District	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	212
Perinatal Clinic / OBRA	1	0.2	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	509
<b>TOTAL MEDI-CAL DIVISION</b>	<b>2</b>	<b>0.0</b>	<b>1</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>1</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>39,031</b>
<b>DPSS TOTAL</b>	<b>15</b>	<b>0.0</b>	<b>4</b>	<b>0.0</b>	<b>6</b>	<b>0.0</b>	<b>8</b>	<b>0.0</b>	<b>4</b>	<b>0.0</b>	<b>2</b>	<b>0.0</b>	<b>1</b>	<b>0.0</b>	<b>863,786</b>
<b>DHS TOTAL</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>1,060</b>
<b>OCFS TOTAL</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>12,553</b>

# Primary Language - CalWUHKs Approved Caseload

02/05/2003

December 2002

DPSS DISTRICTS BY DIVISIONS	ENGLISH CASES %	SPANISH CASES %	ARMENIAN CASES %	VIETNAMESE CASES %	CANTONESE CASES %	KOREAN CASES %	MANDARIN CASES %	CAMBODIAN CASES %	TAGALOG CASES %
Compton	8,556 70.2	3,593 29.5	1 0.0	10 0.1	0 0.0	0 0.0	0 0.0	9 0.1	1 0.0
Florence	3,549 49.8	3,676 50.2	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0
Lincoln Heights	2,321 37.6	3,273 53.1	0 0.0	157 2.5	331 5.4	0 0.0	15 0.2	43 0.7	1 0.0
Metro Family	3,338 37.4	5,533 62.1	0 0.0	13 0.1	1 0.0	8 0.1	0 0.0	19 0.2	0 0.0
South Central	4,323 69.3	1,913 30.7	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	1 0.0	0 0.0
West Los Angeles	3,986 74.2	1,070 19.9	7 0.1	5 0.1	0 0.0	3 0.1	0 0.0	3 0.1	0 0.0
<b>TOTAL DIVISION I</b>	<b>26,071 58.7</b>	<b>18,958 41.2</b>	<b>8 0.0</b>	<b>185 0.4</b>	<b>332 0.7</b>	<b>9 0.0</b>	<b>15 0.0</b>	<b>75 0.2</b>	<b>2 0.0</b>
East Valley	2,725 38.2	3,571 50.1	708 9.9	19 0.3	0 0.0	0 0.0	0 0.0	16 0.2	0 0.0
El Monte	3,188 56.0	2,130 37.4	1 0.0	237 4.2	80 1.4	3 0.1	21 0.4	15 0.3	3 0.1
Glendale	2,704 33.1	1,701 20.9	3,491 42.8	44 0.5	4 0.0	16 0.2	0 0.0	0 0.0	6 0.1
Lancaster	7,314 89.3	842 10.3	10 0.1	8 0.1	0 0.0	0 0.0	0 0.0	1 0.0	1 0.0
Metro North	3,127 25.5	7,365 60.1	1,140 9.3	127 1.0	50 0.4	84 0.7	8 0.1	113 0.9	12 0.1
Pasadena	2,460 68.8	1,002 28.0	81 2.3	7 0.2	2 0.1	1 0.0	5 0.1	2 0.1	1 0.0
Pomona	5,389 73.1	1,720 23.3	1 0.0	123 1.7	14 0.2	9 0.1	8 0.1	68 0.9	1 0.0
San Gabriel Valley	2,201 37.4	1,258 21.4	0 0.0	1,387 23.6	656 11.2	1 0.0	157 2.7	157 2.7	1 0.0
Santa Clarita	565 73.0	199 25.7	2 0.3	0 0.0	0 0.0	0 0.0	1 0.1	0 0.0	0 0.0
West Valley	3,906 55.0	2,506 35.3	130 1.8	137 1.9	4 0.1	4 0.1	3 0.0	18 0.3	4 0.1
<b>TOTAL DIVISION II</b>	<b>33,579 50.8</b>	<b>22,294 33.7</b>	<b>5,584 8.4</b>	<b>2,089 3.2</b>	<b>810 1.2</b>	<b>118 0.2</b>	<b>203 0.3</b>	<b>390 0.6</b>	<b>29 0.0</b>
Belvedere	2,307 50.6	2,186 47.9	47 1.0	4 0.1	0 0.0	0 0.0	1 0.0	8 0.2	0 0.0
Cudahy	2,803 47.1	3,138 52.7	0 0.0	3 0.1	0 0.0	1 0.0	0 0.0	3 0.1	0 0.0
Metro East	2,444 33.0	4,944 66.8	0 0.0	3 0.0	1 0.0	0 0.0	0 0.0	0 0.0	0 0.0
Norwalk	4,298 75.2	1,297 22.7	4 0.1	27 0.5	0 0.0	10 0.2	0 0.0	44 0.8	13 0.2
South Family	5,918 50.9	3,704 31.8	1 0.0	199 1.7	0 0.0	0 0.0	1 0.0	1,757 15.1	5 0.0
Southwest Family	10,968 76.0	3,199 22.2	0 0.0	223 1.5	2 0.0	7 0.0	0 0.0	6 0.0	1 0.0
<b>TOTAL DIVISION III</b>	<b>28,736 57.8</b>	<b>18,468 37.2</b>	<b>52 0.1</b>	<b>459 0.9</b>	<b>3 0.0</b>	<b>18 0.0</b>	<b>2 0.0</b>	<b>1,818 3.7</b>	<b>19 0.0</b>
Exposition Park	7,315 75.0	2,423 24.8	1 0.0	4 0.0	0 0.0	4 0.0	0 0.0	1 0.0	1 0.0
Paramount	3,925 70.8	1,420 25.6	0 0.0	38 0.7	0 0.0	3 0.1	0 0.0	142 2.6	3 0.1
<b>TOTAL GR DIVISION</b>	<b>11,240 73.5</b>	<b>3,843 25.1</b>	<b>1 0.0</b>	<b>42 0.3</b>	<b>0 0.0</b>	<b>7 0.0</b>	<b>0 0.0</b>	<b>143 0.9</b>	<b>4 0.0</b>
<b>DPSS TOTAL</b>	<b>99,626 56.2</b>	<b>63,563 35.9</b>	<b>5,625 3.2</b>	<b>2,775 1.6</b>	<b>1,145 0.6</b>	<b>152 0.1</b>	<b>220 0.1</b>	<b>2,426 1.4</b>	<b>54 0.0</b>

# Primary Language - Caiwuhks Approved Caseload

02/05/2003

December 2002

DPSS DISTRICTS BY DIVISIONS	RUSSIAN CASES	RUSSIAN %	FARSI CASES	FARSI %	CHINESE CASES	CHINESE %	ARABIC CASES	ARABIC %	THAI CASES	THAI %	OTHER CASES	OTHER %	HINDI CASES	HINDI %	JAPANESE CASES	JAPANESE %
Compton	0.0	2	3	0.0	0	0.0	2	0.0	0	0.0	0	0.0	0	0.0	1	0.0
Florence	0.0	0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Lincoln Heights	0.0	0	0	0.0	23	0.4	1	0.0	2	0.0	0	0.0	0	0.0	0	0.0
Metro Family	0.0	0	0	0.0	0	0.0	0	0.0	0	0.0	1	0.0	0	0.0	0	0.0
South Central	0.0	0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
West Los Angeles	2.8	149	128	2.4	0	0.0	11	0.2	0	0.0	4	0.1	1	0.0	0	0.0
<b>TOTAL DIVISION I</b>	<b>151</b>	<b>0.3</b>	<b>131</b>	<b>0.3</b>	<b>23</b>	<b>0.0</b>	<b>14</b>	<b>0.0</b>	<b>2</b>	<b>0.0</b>	<b>5</b>	<b>0.0</b>	<b>1</b>	<b>0.0</b>	<b>2</b>	<b>0.0</b>
East Valley	1.0	70	13	0.2	0	0.0	4	0.1	0	0.0	1	0.0	0	0.0	0	0.0
El Monte	0.0	0	0	0.0	6	0.1	1	0.0	0	0.0	1	0.0	0	0.0	0	0.0
Glendale	1.2	99	46	0.6	5	0.1	35	0.4	0	0.0	2	0.0	1	0.0	1	0.0
Lancaster	0.0	1	6	0.1	0	0.0	2	0.0	0	0.0	3	0.0	0	0.0	0	0.0
Metro North	1.4	173	8	0.1	22	0.2	5	0.0	7	0.1	1	0.0	0	0.0	0	0.0
Pasadena	0.1	4	2	0.1	2	0.1	2	0.1	0	0.0	1	0.0	0	0.0	1	0.0
Pomona	0.1	6	2	0.0	7	0.1	8	0.1	0	0.0	0	0.0	1	0.0	0	0.0
San Gabriel Valley	0.0	2	2	0.0	38	0.6	5	0.1	1	0.0	5	0.1	0	0.0	0	0.0
Santa Clarita	0.0	0	5	0.6	0	0.0	1	0.1	0	0.0	0	0.0	0	0.0	0	0.0
West Valley	1.1	78	271	3.8	1	0.0	18	0.3	0	0.0	5	0.1	3	0.0	0	0.0
<b>TOTAL DIVISION II</b>	<b>433</b>	<b>0.7</b>	<b>355</b>	<b>0.5</b>	<b>81</b>	<b>0.1</b>	<b>81</b>	<b>0.1</b>	<b>8</b>	<b>0.0</b>	<b>19</b>	<b>0.0</b>	<b>5</b>	<b>0.0</b>	<b>5</b>	<b>0.0</b>
Belvedere	0.1	5	0	0.0	2	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Cudahy	0.1	3	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Metro East	0.0	1	0	0.0	0	0.0	4	0.1	0	0.0	0	0.0	0	0.0	0	0.0
Norwalk	0.0	2	1	0.0	1	0.0	3	0.1	1	0.0	2	0.0	0	0.0	0	0.0
South Family	0.0	2	1	0.0	2	0.0	2	0.0	1	0.0	0	0.0	1	0.0	1	0.0
Southwest Family	0.0	0	7	0.0	1	0.0	5	0.0	0	0.0	9	0.1	1	0.0	1	0.0
<b>TOTAL DIVISION III</b>	<b>13</b>	<b>0.0</b>	<b>9</b>	<b>0.0</b>	<b>6</b>	<b>0.0</b>	<b>14</b>	<b>0.0</b>	<b>2</b>	<b>0.0</b>	<b>11</b>	<b>0.0</b>	<b>2</b>	<b>0.0</b>	<b>2</b>	<b>0.0</b>
Exposition Park	0.0	0	0	0.0	0	0.0	0	0.0	1	0.0	1	0.0	0	0.0	0	0.0
Paramount	0.0	0	1	0.0	0	0.0	0	0.0	0	0.0	1	0.0	0	0.0	0	0.0
<b>TOTAL GR DIVISION</b>	<b>0</b>	<b>0.0</b>	<b>1</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>1</b>	<b>0.0</b>	<b>2</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
<b>DPSS TOTAL</b>	<b>597</b>	<b>0.3</b>	<b>496</b>	<b>0.3</b>	<b>110</b>	<b>0.06</b>	<b>109</b>	<b>0.1</b>	<b>13</b>	<b>0.0</b>	<b>37</b>	<b>0.0</b>	<b>8</b>	<b>0.0</b>	<b>9</b>	<b>0.0</b>

# Primary Language - CalWORKs Approved Caseload

02/05/2003

December 2002

DPSS DISTRICTS BY DIVISIONS	LAO CASES	%	INDONESIAN CASES	%	AMSLAN CASES	%	SAMOAN CASES	%	RUMANIAN CASES	%	FRENCH CASES	%	YUGOSLAVIAN CASES	%	PORTUGUESE CASES	%
Compton	0	0.0	0	0.0	2	0.0	12	0.1	0	0.0	0	0.0	1	0.0	0	0.0
Florence	0	0.0	0	0.0	2	0.0	0	0.0	0	0.0	0	0.0	0	0.0	1	0.0
Lincoln Heights	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Metro Family	0	0.0	0	0.0	1	0.0	0	0.0	0	0.0	1	0.0	0	0.0	0	0.0
South Central	0	0.0	0	0.0	1	0.0	1	0.0	0	0.0	0	0.0	0	0.0	0	0.0
West Los Angeles	0	0.0	0	0.0	0	0.0	0	0.0	1	0.0	1	0.0	0	0.0	0	0.0
<b>TOTAL DIVISION I</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>6</b>	<b>0.0</b>	<b>13</b>	<b>0.0</b>	<b>1</b>	<b>0.0</b>	<b>2</b>	<b>0.0</b>	<b>1</b>	<b>0.0</b>	<b>1</b>	<b>0.0</b>
East Valley	0	0.0	0	0.0	3	0.0	0	0.0	0	0.0	0	0.0	1	0.0	0	0.0
El Monte	4	0.1	0	0.0	1	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Glendale	1	0.0	0	0.0	2	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Lancaster	0	0.0	0	0.0	2	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Metro North	7	0.1	1	0.0	0	0.0	0	0.0	0	0.0	1	0.0	0	0.0	0	0.0
Pasadena	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Pomona	7	0.1	1	0.0	6	0.1	1	0.0	0	0.0	0	0.0	5	0.1	0	0.0
San Gabriel Valley	2	0.0	0	0.0	3	0.1	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Santa Clarita	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	1	0.0	0	0.0
West Valley	0	0.0	2	0.0	3	0.0	0	0.0	0	0.0	1	0.0	1	0.0	0	0.0
<b>TOTAL DIVISION II</b>	<b>21</b>	<b>0.0</b>	<b>4</b>	<b>0.0</b>	<b>20</b>	<b>0.0</b>	<b>1</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>2</b>	<b>0.0</b>	<b>8</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
Belvedere	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Cudahy	0	0.0	0	0.0	0	0.0	1	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Metro East	0	0.0	0	0.0	1	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Norwalk	3	0.1	0	0.0	4	0.1	2	0.0	0	0.0	0	0.0	0	0.0	1	0.0
South Family	20	0.2	0	0.0	2	0.0	8	0.1	0	0.0	0	0.0	0	0.0	0	0.0
Southwest Family	1	0.0	0	0.0	1	0.0	0	0.0	0	0.0	0	0.0	1	0.0	1	0.0
<b>TOTAL DIVISION III</b>	<b>24</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>8</b>	<b>0.0</b>	<b>11</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>1</b>	<b>0.0</b>	<b>2</b>	<b>0.0</b>
Exposition Park	0	0.0	0	0.0	1	0.0	0	0.0	0	0.0	1	0.0	0	0.0	0	0.0
Paramount	1	0.0	0	0.0	2	0.0	4	0.1	0	0.0	1	0.0	0	0.0	0	0.0
<b>TOTAL GR DIVISION</b>	<b>1</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>3</b>	<b>0.0</b>	<b>4</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>2</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
<b>DPSS TOTAL</b>	<b>46</b>	<b>0.0</b>	<b>4</b>	<b>0.0</b>	<b>37</b>	<b>0.0</b>	<b>29</b>	<b>0.0</b>	<b>1</b>	<b>0.0</b>	<b>6</b>	<b>0.0</b>	<b>10</b>	<b>0.0</b>	<b>3</b>	<b>0.0</b>

# Primary Language - CalWORKs Approved Caseload

December 2002

02/05/2003

DPSS DISTRICTS BY DIVISIONS	HEBREW CASES	TURKISH CASES	POLISH CASES	HUNGARIAN CASES	GREEK CASES	HIMUNG CASES	ITALIAN CASES	ILLACANO CASES
Compton	0	0	0	0	0	0	0	0
Florence	0	0	0	0	0	0	0	0
Lincoln Heights	0	0	0	0	0	0	0	0
Metro Family	0	0	0	0	0	0	0	0
South Central	0	0	0	0	0	0	0	0
West Los Angeles	2	1	0	0	0	0	1	0
<b>TOTAL DIVISION I</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>
East Valley	0	1	0	1	0	0	0	1
El Monte	0	0	0	0	0	0	0	0
Glendale	0	0	0	0	0	0	0	0
Lancaster	1	0	0	0	0	0	0	0
Metro North	0	0	0	0	0	0	0	0
Pasadena	0	0	0	0	0	0	0	0
Pomona	0	0	0	0	1	1	0	0
San Gabriel Valley	0	0	0	0	0	0	1	0
Santa Clarita	0	0	1	0	0	0	0	0
West Valley	1	0	0	0	0	0	1	0
<b>TOTAL DIVISION II</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>
Belvedere	0	0	0	0	0	0	0	0
Cudahy	0	0	0	0	0	0	0	0
Metro East	0	0	0	0	0	0	0	0
Norwalk	0	0	0	0	0	0	0	0
South Family	0	0	0	0	0	9	0	0
Southwest Family	0	0	0	0	0	0	0	0
<b>TOTAL DIVISION III</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>9</b>	<b>0</b>	<b>0</b>
Exposition Park	0	0	0	0	0	0	0	0
Paramount	0	0	0	0	0	0	0	0
<b>TOTAL GR DIVISION</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>DPSS TOTAL</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>10</b>	<b>3</b>	<b>1</b>

**Primary Language - CaiwUHKS Approved Caseload  
December 2002**

02/05/2003

DPSS DISTRICTS BY DIVISIONS	GERMAN CASES	%	YIDDISH CASES	%	MALAYO CASES	%	ROMANY CASES	%	GUAMANIAN CASES	%	MIEN CASES	%	SCANDINAVIAN CASES	%	TOTAL CASELOAD
Compton	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	12,193
Florence	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	7,128
Lincoln Heights	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	6,167
Metro Family	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	8,911
South Central	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	6,239
West Los Angeles	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	1	0.0	0	0.0	5,375
<b>TOTAL DIVISION I</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>1</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>46,013</b>
East Valley	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	7,134
El Monte	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	5,691
Glendale	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	8,158
Lancaster	0	0.0	1	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	8,192
Metro North	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	12,254
Pasadena	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	3,578
Pomona	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	7,374
San Gabriel Valley	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	5,878
Santa Clarita	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	774
West Valley	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	7,097
<b>TOTAL DIVISION II</b>	<b>0</b>	<b>0.0</b>	<b>1</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>66,130</b>
Belvedere	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	4,560
Cudahy	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	5,952
Metro East	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	7,398
Norwalk	0	0.0	0	0.0	1	0.0	0	0.0	0	0.0	0	0.0	0	0.0	5,714
South Family	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	11,634
Southwest Family	0	0.0	0	0.0	1	0.0	0	0.0	0	0.0	0	0.0	0	0.0	14,433
<b>TOTAL DIVISION III</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>2</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>49,691</b>
Exposition Park	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	9,753
Paramount	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	5,541
<b>TOTAL GR DIVISION</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>15,294</b>
<b>DPSS TOTAL</b>	<b>0</b>	<b>0.0</b>	<b>1</b>	<b>0.0</b>	<b>2</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>1</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>177,128</b>

# Primary Language - Certified Food Stamp Caseeload

02/05/2003

December 2002

DPSS DISTRICTS BY DIVISIONS	ENGLISH CASES %	SPANISH CASES %	ARMENIAN CASES %	VIETNAMESE CASES %	CANTONESE CASES %	KOREAN CASES %	MANDARIN CASES %	CAMBODIAN CASES %	TAGALOG CASES %
Compton	8,743 64.1	4,834 35.5	1 0.0	10 0.1	1 0.0	3 0.0	0 0.0	9 0.1	8 0.1
Florence	3,526 44.3	4,423 55.6	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0
Lincoln Heights	2,090 36.5	3,073 53.7	0 0.0	154 2.7	325 5.7	0 0.0	14 0.2	41 0.7	1 0.0
Metro Family	3,308 33.4	6,416 64.9	0 0.0	46 0.5	54 0.5	10 0.1	7 0.1	24 0.2	1 0.0
Rancho Park	5,065 90.0	391 6.9	8 0.1	4 0.1	0 0.0	1 0.0	2 0.0	1 0.0	1 0.0
South Central	6,719 72.2	2,588 27.8	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	1 0.0	0 0.0
South Special	11,161 93.8	566 4.8	0 0.0	29 0.2	2 0.0	30 0.3	0 0.0	78 0.7	17 0.1
West Los Angeles	3,764 73.1	1,070 20.8	7 0.1	4 0.1	0 0.0	3 0.1	0 0.0	3 0.1	0 0.0
Wilshire Special	3,456 51.1	2,407 35.6	282 4.2	18 0.3	17 0.3	338 5.0	5 0.1	8 0.1	77 1.1
<b>TOTAL DIVISION I</b>	<b>47,830 63.0</b>	<b>25,768 33.9</b>	<b>298 0.4</b>	<b>265 0.3</b>	<b>399 0.5</b>	<b>385 0.5</b>	<b>28 0.0</b>	<b>165 0.2</b>	<b>105 0.1</b>
East Valley	3,347 36.9	4,775 52.6	762 8.4	27 0.3	0 0.0	6 0.1	0 0.0	16 0.2	13 0.1
El Monte	3,813 45.2	3,322 39.3	1 0.0	647 7.7	340 4.0	4 0.0	233 2.8	29 0.3	15 0.2
Glendale	5,253 39.4	2,536 19.0	5,018 37.6	64 0.5	5 0.0	55 0.4	1 0.0	0 0.0	64 0.5
Lancaster	10,643 89.6	1,194 10.0	13 0.1	7 0.1	0 0.0	0 0.0	0 0.0	1 0.0	4 0.0
Metro North	3,042 24.5	7,356 58.2	1,262 10.2	137 1.1	61 0.5	94 0.8	13 0.1	119 1.0	22 0.2
Metro Special	12,878 71.7	4,898 27.3	1 0.0	6 0.0	2 0.0	159 0.9	1 0.0	1 0.0	5 0.0
Pasadena	6,088 76.5	1,378 20.7	122 1.8	10 0.2	5 0.1	2 0.0	14 0.2	2 0.0	3 0.0
Pomona	6,657 74.0	1,989 22.1	3 0.0	155 1.7	21 0.2	14 0.2	18 0.2	68 0.8	5 0.1
San Fernando	1,836 79.9	167 7.3	109 4.7	24 1.0	2 0.1	17 0.7	0 0.0	0 0.0	33 1.4
San Gabriel Valley	4,737 52.8	1,389 15.5	1 0.0	1,577 17.6	777 8.7	8 0.1	222 2.5	156 1.7	4 0.0
Santa Clarita	809 72.8	286 25.8	2 0.2	0 0.0	0 0.0	0 0.0	2 0.2	0 0.0	1 0.1
West Valley	4,653 51.0	3,431 37.6	173 1.9	232 2.5	4 0.0	19 0.2	8 0.1	18 0.2	50 0.5
<b>TOTAL DIVISION II</b>	<b>62,756 56.9</b>	<b>32,721 29.7</b>	<b>7,467 6.8</b>	<b>2,886 2.6</b>	<b>1,217 1.1</b>	<b>378 0.3</b>	<b>512 0.5</b>	<b>410 0.4</b>	<b>219 0.2</b>
Belvedere	2,841 36.7	4,818 62.3	48 0.6	7 0.1	1 0.0	1 0.0	2 0.0	8 0.1	0 0.0
Civic Center	5,847 94.7	280 4.5	2 0.0	8 0.1	3 0.0	22 0.4	0 0.0	6 0.1	4 0.1
Cudahy	2,784 41.3	3,953 58.6	0 0.0	3 0.0	0 0.0	1 0.0	0 0.0	3 0.0	0 0.0
Metro East	6,394 52.0	5,834 47.5	7 0.1	13 0.1	21 0.2	4 0.0	3 0.0	0 0.0	0 0.0
Norwalk	4,321 69.2	1,730 27.7	5 0.1	31 0.5	3 0.0	24 0.4	4 0.1	51 0.8	31 0.5
South Family	7,142 51.3	4,719 33.9	1 0.0	214 1.5	0 0.0	1 0.0	1 0.0	1,772 12.7	22 0.2
Southwest Family	9,998 75.4	3,001 22.6	0 0.0	224 1.7	2 0.0	7 0.1	0 0.0	6 0.0	1 0.0
Southwest Special	9,093 85.3	1,466 13.7	2 0.0	51 0.5	0 0.0	22 0.2	1 0.0	0 0.0	3 0.0
<b>TOTAL DIVISION III</b>	<b>48,420 62.8</b>	<b>25,801 33.5</b>	<b>65 0.1</b>	<b>551 0.7</b>	<b>30 0.0</b>	<b>82 0.1</b>	<b>11 0.0</b>	<b>1,846 2.4</b>	<b>61 0.1</b>
Exposition Park	6,816 74.7	2,282 25.1	1 0.0	4 0.0	0 0.0	4 0.0	0 0.0	1 0.0	0 0.0
Paramount	4,157 67.1	1,822 29.4	0 0.0	43 0.7	2 0.0	6 0.1	0 0.0	148 2.4	6 0.1
<b>TOTAL GR DIVISION</b>	<b>10,973 71.6</b>	<b>4,114 26.9</b>	<b>1 0.0</b>	<b>47 0.3</b>	<b>2 0.0</b>	<b>10 0.1</b>	<b>0 0.0</b>	<b>149 1.0</b>	<b>6 0.0</b>
<b>DPSS TOTAL</b>	<b>169,979 61.0</b>	<b>88,404 31.7</b>	<b>7,831 2.6</b>	<b>3,749 1.3</b>	<b>1,646 0.6</b>	<b>855 0.3</b>	<b>551 0.2</b>	<b>2,570 0.9</b>	<b>391 0.1</b>

# Primary Language - Certified Food Stamp Caseload

December 2002

02/05/2003

DPSS DISTRICTS BY DIVISIONS	RUSSIAN CASES	RUSSIAN %	FARSI CASES	FARSI %	CHINESE CASES	CHINESE %	ARABIC CASES	ARABIC %	THAI CASES	THAI %	OTHER CASES	OTHER %	HINDI CASES	HINDI %	JAPANESE CASES	JAPANESE %
Compton	0.0	2	3	0.0	0	0.0	4	0.0	0	0.0	0	0.0	0	0.0	1	0.0
Florence	0.0	0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Lincoln Heights	0.0	0	0	0.0	25	0.4	1	0.0	2	0.0	0	0.0	0	0.0	0	0.0
Metro Family	0.0	0	0	0.0	18	0.2	0	0.0	0	0.0	1	0.0	1	0.0	0	0.0
Rancho Park	1.6	90	31	0.6	5	0.1	10	0.2	1	0.0	6	0.1	5	0.1	0	0.0
South Central	0.0	0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
South Special	0.0	1	0	0.0	3	0.0	4	0.0	0	0.0	2	0.0	0	0.0	0	0.0
West Los Angeles	2.9	147	130	2.5	0	0.0	10	0.2	0	0.0	4	0.1	1	0.0	1	0.0
Wilshire Special	1.2	81	39	0.6	4	0.1	3	0.0	6	0.1	8	0.1	5	0.1	3	0.0
TOTAL DIVISION I	321	0.4	203	0.3	55	0.1	32	0.0	9	0.0	21	0.0	12	0.0	5	0.0
East Valley	0.9	81	20	0.2	0	0.0	6	0.1	3	0.0	4	0.0	1	0.0	0	0.0
El Monte	0.0	1	0	0.0	19	0.2	2	0.0	2	0.0	3	0.0	1	0.0	2	0.0
Glendale	1.2	162	106	0.8	11	0.1	51	0.4	2	0.0	7	0.1	5	0.0	1	0.0
Lancaster	0.0	2	5	0.0	2	0.0	2	0.0	0	0.0	4	0.0	0	0.0	0	0.0
Metro North	1.8	228	30	0.2	25	0.2	7	0.1	7	0.1	2	0.0	0	0.0	4	0.0
Metro Special	0.0	0	1	0.0	4	0.0	0	0.0	0	0.0	3	0.0	0	0.0	1	0.0
Pasadena	0.1	4	3	0.0	5	0.1	4	0.1	0	0.0	1	0.0	0	0.0	2	0.0
Pomona	0.1	5	2	0.0	24	0.3	12	0.1	0	0.0	2	0.0	2	0.0	0	0.0
San Fernando	2.1	49	36	1.6	5	0.2	7	0.3	2	0.1	2	0.1	4	0.2	0	0.0
San Gabriel Valley	0.0	2	2	0.0	71	0.8	9	0.1	3	0.0	5	0.1	1	0.0	0	0.0
Santa Clarita	0.0	0	7	0.6	0	0.0	1	0.1	0	0.0	0	0.0	0	0.0	0	0.0
West Valley	1.1	99	354	3.9	12	0.1	35	0.4	3	0.0	10	0.1	12	0.1	0	0.0
TOTAL DIVISION II	633	0.6	566	0.5	178	0.2	136	0.1	22	0.0	43	0.0	26	0.0	10	0.0
Belvedere	0.1	6	0	0.0	2	0.0	1	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Civic Center	0.1	4	0	0.0	1	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Cudahy	0.0	3	0	0.0	0	0.0	0	0.0	0	0.0	1	0.0	0	0.0	0	0.0
Metro East	0.0	2	0	0.0	3	0.0	5	0.0	0	0.0	2	0.0	0	0.0	0	0.0
Norwalk	0.1	4	2	0.0	8	0.1	8	0.1	2	0.0	4	0.1	6	0.1	0	0.0
South Family	0.0	1	4	0.0	4	0.0	4	0.0	1	0.0	1	0.0	2	0.0	1	0.0
Southwest Family	0.0	0	7	0.1	1	0.0	5	0.0	0	0.0	9	0.1	1	0.0	1	0.0
Southwest Special	0.0	2	4	0.0	4	0.0	3	0.0	0	0.0	6	0.1	2	0.0	2	0.0
TOTAL DIVISION III	22	0.0	17	0.0	23	0.0	26	0.0	3	0.0	23	0.0	11	0.0	4	0.0
Exposition Park	0.0	0	0	0.0	0	0.0	0	0.0	1	0.0	2	0.0	0	0.0	0	0.0
Paramount	0.0	1	1	0.0	1	0.0	0	0.0	0	0.0	1	0.0	1	0.0	0	0.0
TOTAL GR DIVISION	1	0.0	1	0.0	1	0.0	0	0.0	1	0.0	3	0.0	1	0.0	0	0.0
DPSS TOTAL	977	0.4	787	0.3	257	0.09	194	0.1	35	0.0	90	0.0	50	0.0	19	0.0

December 2002

DPSS DISTRICTS BY DIVISIONS	LAO CASES	%	INDONESIAN CASES	%	AMSLAN CASES	%	SAMOAN CASES	%	RUMANIAN CASES	%	FRENCH CASES	%	YUGOSLAVIAN CASES	%	PORTUGUESE CASES	%
Compton	0	0.0	0	0.0	2	0.0	12	0.1	0	0.0	0	0.0	1	0.0	0	0.0
Florence	0	0.0	0	0.0	2	0.0	0	0.0	0	0.0	0	0.0	0	0.0	1	0.0
Lincoln Heights	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Metro Family	0	0.0	0	0.0	1	0.0	0	0.0	0	0.0	1	0.0	0	0.0	0	0.0
Rancho Park	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	2	0.0	0	0.0	2	0.0
South Central	0	0.0	0	0.0	1	0.0	1	0.0	0	0.0	0	0.0	0	0.0	0	0.0
South Special	0	0.0	0	0.0	2	0.0	6	0.1	0	0.0	0	0.0	0	0.0	0	0.0
West Los Angeles	0	0.0	0	0.0	0	0.0	0	0.0	1	0.0	1	0.0	0	0.0	0	0.0
Wishire Special	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	2	0.0	0	0.0	0	0.0
<b>TOTAL DIVISION I</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>8</b>	<b>0.0</b>	<b>19</b>	<b>0.0</b>	<b>1</b>	<b>0.0</b>	<b>6</b>	<b>0.0</b>	<b>1</b>	<b>0.0</b>	<b>3</b>	<b>0.0</b>
East Valley	0	0.0	0	0.0	4	0.0	0	0.0	0	0.0	1	0.0	0	0.0	0	0.0
El Monte	5	0.1	3	0.0	2	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Glendale	1	0.0	0	0.0	3	0.0	0	0.0	2	0.0	0	0.0	0	0.0	0	0.0
Lancaster	0	0.0	0	0.0	2	0.0	0	0.0	0	0.0	0	0.0	0	0.0	1	0.0
Metro North	6	0.0	2	0.0	0	0.0	0	0.0	0	0.0	1	0.0	0	0.0	0	0.0
Metro Special	0	0.0	0	0.0	1	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Pasadena	0	0.0	0	0.0	3	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Pomona	7	0.1	2	0.0	9	0.1	1	0.0	0	0.0	0	0.0	6	0.1	0	0.0
San Fernando	0	0.0	0	0.0	0	0.0	0	0.0	1	0.0	0	0.0	0	0.0	0	0.0
San Gabriel Valley	2	0.0	0	0.0	3	0.0	0	0.0	0	0.0	0	0.0	1	0.0	0	0.0
Santa Clarita	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	1	0.1	0	0.0
West Valley	0	0.0	3	0.0	8	0.1	0	0.0	3	0.0	2	0.0	1	0.0	0	0.0
<b>TOTAL DIVISION II</b>	<b>21</b>	<b>0.0</b>	<b>10</b>	<b>0.0</b>	<b>35</b>	<b>0.0</b>	<b>1</b>	<b>0.0</b>	<b>6</b>	<b>0.0</b>	<b>4</b>	<b>0.0</b>	<b>10</b>	<b>0.0</b>	<b>1</b>	<b>0.0</b>
Belvedere	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Civic Center	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Cudahy	0	0.0	0	0.0	0	0.0	1	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Metro East	0	0.0	0	0.0	1	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Norwalk	3	0.0	1	0.0	6	0.1	1	0.0	1	0.0	0	0.0	0	0.0	0	0.0
South Family	22	0.2	0	0.0	3	0.0	8	0.1	0	0.0	0	0.0	0	0.0	2	0.0
Southwest Family	1	0.0	0	0.0	1	0.0	0	0.0	0	0.0	0	0.0	1	0.0	0	0.0
Southwest Special	0	0.0	0	0.0	1	0.0	0	0.0	0	0.0	1	0.0	1	0.0	1	0.0
<b>TOTAL DIVISION III</b>	<b>26</b>	<b>0.0</b>	<b>1</b>	<b>0.0</b>	<b>12</b>	<b>0.0</b>	<b>10</b>	<b>0.0</b>	<b>1</b>	<b>0.0</b>	<b>1</b>	<b>0.0</b>	<b>2</b>	<b>0.0</b>	<b>3</b>	<b>0.0</b>
Exposition Park	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	1	0.0	0	0.0	0	0.0
Paramount	1	0.0	0	0.0	0	0.0	4	0.1	0	0.0	1	0.0	0	0.0	0	0.0
<b>TOTAL GR DIVISION</b>	<b>1</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>4</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>2</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
<b>DPSS TOTAL</b>	<b>48</b>	<b>0.0</b>	<b>11</b>	<b>0.0</b>	<b>55</b>	<b>0.0</b>	<b>34</b>	<b>0.0</b>	<b>8</b>	<b>0.0</b>	<b>13</b>	<b>0.0</b>	<b>13</b>	<b>0.0</b>	<b>7</b>	<b>0.0</b>

# Primary Language - Certified Food Stamp Caseeload

December 2002

02/05/2003

DPSS DISTRICTS BY DIVISIONS	HEBREW CASES	%	TURKISH CASES	%	POLISH CASES	%	HUNGARIAN CASES	%	GREEK CASES	%	HMUNG CASES	%	ITALIAN CASES	%	ILLACANO CASES	%
Compton	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Florence	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Lincoln Heights	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Metro Family	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Rancho Park	0	0.0	0	0.0	1	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
South Central	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
South Special	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
West Los Angeles	2	0.0	1	0.0	0	0.0	0	0.0	0	0.0	0	0.0	1	0.0	0	0.0
Wilshire Special	0	0.0	0	0.0	0	0.0	1	0.0	0	0.0	0	0.0	0	0.0	0	0.0
<b>TOTAL DIVISION I</b>	<b>2</b>	<b>0.0</b>	<b>1</b>	<b>0.0</b>	<b>1</b>	<b>0.0</b>	<b>1</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>1</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
East Valley	0	0.0	1	0.0	0	0.0	3	0.0	0	0.0	0	0.0	0	0.0	1	0.0
El Monte	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Glendale	0	0.0	1	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Lancaster	1	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Metro North	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Metro Special	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Pasadena	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Pomona	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
San Fernando	0	0.0	1	0.0	0	0.0	0	0.0	1	0.0	2	0.0	0	0.0	0	0.0
San Gabriel Valley	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Santa Clarita	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	1	0.0	0	0.0
Nest Valley	1	0.0	1	0.0	1	0.1	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
<b>TOTAL DIVISION II</b>	<b>2</b>	<b>0.0</b>	<b>4</b>	<b>0.0</b>	<b>1</b>	<b>0.0</b>	<b>3</b>	<b>0.0</b>	<b>1</b>	<b>0.0</b>	<b>2</b>	<b>0.0</b>	<b>1</b>	<b>0.0</b>	<b>1</b>	<b>0.0</b>
Belvedere	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Civic Center	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Dudman	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Metro East	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Norwalk	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
South Family	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Southwest Family	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	8	0.1	0	0.0	0	0.0
Southwest Special	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
<b>TOTAL DIVISION III</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
Exposition Park	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	8	0.0	0	0.0	0	0.0
Paramount	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
<b>TOTAL GR DIVISION</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
<b>DPSS TOTAL</b>	<b>4</b>	<b>0.0</b>	<b>5</b>	<b>0.0</b>	<b>2</b>	<b>0.0</b>	<b>4</b>	<b>0.0</b>	<b>1</b>	<b>0.0</b>	<b>10</b>	<b>0.0</b>	<b>2</b>	<b>0.0</b>	<b>1</b>	<b>0.0</b>

Primary Language - Certified Food Stamp Caseload  
December 2002

02/05/2003

DPSS DISTRICTS BY DIVISIONS	GERMAN CASES	%	YIDDISH CASES	%	MALAYO CASES	%	ROMANY CASES	%	GUAMANIAN CASES	%	MIEN CASES	%	SCANDINAVIAN CASES	%	TOTAL CASELOAD
Compton	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	13,634
Florence	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	7,952
Lincoln Heights	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	5,726
Metro Family	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	9,886
Rancho Park	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	5,628
South Central	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	9,310
South Special	0	0.0	0	0.0	0	0.0	1	0.0	0	0.0	0	0.0	0	0.0	11,902
West Los Angeles	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	1	0.0	0	0.0	5,151
Wiltshire Special	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	6,760
<b>TOTAL DIVISION I</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>1</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>1</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>75,947</b>
East Valley	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	9,071
El Monte	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	8,444
Glendale	1	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	13,349
Lancaster	0	0.0	1	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	11,882
Metro North	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	12,418
Metro Special	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	17,961
Pasadena	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	6,652
Pomona	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	8,999
San Fernando	1	0.0	0	0.0	0	0.0	1	0.0	0	0.0	0	0.0	0	0.0	2,298
San Gabriel Valley	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	8,971
Santa Clarita	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	1,110
West Valley	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	9,132
<b>TOTAL DIVISION II</b>	<b>2</b>	<b>0.0</b>	<b>1</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>1</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>110,287</b>
Belvedere	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	7,735
Civic Center	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	6,177
Cudahy	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	6,749
Metro East	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	12,289
Norwalk	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	6,248
South Family	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	13,932
Southwest Family	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	13,268
Southwest Special	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	10,662
<b>TOTAL DIVISION III</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>77,060</b>
Exposition Park	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	9,122
Paramount	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	6,195
<b>TOTAL GR DIVISION</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>15,317</b>
<b>DPSS TOTAL</b>	<b>2</b>	<b>0.0</b>	<b>1</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>2</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>1</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>278,611</b>

December 2002

PL 162 D1

**Primary Language - Full Counts Only Approved Casebook  
December 2002**

02/05/2003

DPSS DISTRICTS BY DIVISIONS	RUSSIAN CASES	%	FARSI CASES	%	CHINESE CASES	%	ARABIC CASES	%	THAI CASES	%	OTHER CASES	%	HINDI CASES	%	JAPANESE CASES	%
Compton	0.0	0	0	0.0	0	0.0	1	0.1	0	0.0	0	0.0	0	0.0	0	0.0
Florence	0.0	0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Lincoln Heights	0.0	0	0	0.0	2	2.7	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Metro Family	0.0	0	0	0.0	16	1.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Rancho Park	1.7	43	14	0.6	2	0.1	5	0.2	1	0.0	6	0.2	2	0.1	0	0.0
South Central	0.0	0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
South Special	0.0	0	0	0.0	0	0.0	0	0.0	0	0.0	2	0.1	0	0.0	0	0.0
West Los Angeles	0.0	0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Wilshire Special	0.8	19	5	0.2	3	0.1	0	0.0	2	0.1	3	0.1	0	0.0	2	0.1
<b>TOTAL DIVISION I</b>	<b>62</b>	<b>0.4</b>	<b>19</b>	<b>0.1</b>	<b>23</b>	<b>0.2</b>	<b>6</b>	<b>0.0</b>	<b>3</b>	<b>0.0</b>	<b>11</b>	<b>0.1</b>	<b>2</b>	<b>0.0</b>	<b>2</b>	<b>0.0</b>
East Valley	0.5	12	6	0.2	0	0.0	2	0.1	3	0.1	2	0.1	1	0.0	0	0.0
El Monte	0.0	0	0	0.0	12	0.4	1	0.0	1	0.0	1	0.0	0	0.0	2	0.1
Glendale	0.3	8	24	1.0	6	0.2	12	0.5	0	0.0	3	0.1	2	0.1	0	0.0
Lancaster	0.0	0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Metro North	5.1	13	2	0.8	3	1.2	0	0.0	1	0.4	0	0.0	0	0.0	1	0.4
Metro Special	0.0	0	1	0.0	3	0.0	0	0.0	0	0.0	3	0.0	0	0.0	1	0.0
Pasadena	0.0	0	0	0.0	1	0.1	1	0.1	0	0.0	0	0.0	0	0.0	1	0.1
Pomona	0.0	0	1	0.1	13	0.8	3	0.2	0	0.0	2	0.1	0	0.0	0	0.0
San Fernando	0.9	5	4	0.7	0	0.0	3	0.5	1	0.2	0	0.0	0	0.0	0	0.0
San Gabriel Valley	0.0	0	0	0.0	1	0.2	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Santa Clarita	0.0	0	1	0.4	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
West Valley	0.7	21	99	3.3	11	0.4	18	0.6	2	0.1	5	0.2	9	0.3	0	0.0
<b>TOTAL DIVISION II</b>	<b>59</b>	<b>0.2</b>	<b>138</b>	<b>0.5</b>	<b>50</b>	<b>0.2</b>	<b>40</b>	<b>0.2</b>	<b>8</b>	<b>0.0</b>	<b>18</b>	<b>0.1</b>	<b>12</b>	<b>0.0</b>	<b>5</b>	<b>0.0</b>
Belvedere	0.0	0	0	0.0	0	0.0	1	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Civic Center	0.0	0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Cudahy	0.0	0	0	0.0	0	0.0	0	0.0	0	0.0	1	0.1	0	0.0	0	0.0
Metro East	0.0	0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Norwalk	0.2	1	0	0.0	1	0.2	1	0.2	1	0.2	1	0.2	4	0.7	0	0.0
South Family	0.0	1	2	0.1	1	0.0	2	0.1	0	0.0	0	0.0	1	0.0	0	0.0
Southwest Family	0.0	0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Southwest Special	0.0	1	4	0.1	2	0.0	3	0.1	0	0.0	4	0.1	1	0.0	1	0.0
<b>TOTAL DIVISION III</b>	<b>3</b>	<b>0.0</b>	<b>6</b>	<b>0.0</b>	<b>4</b>	<b>0.0</b>	<b>7</b>	<b>0.0</b>	<b>1</b>	<b>0.0</b>	<b>6</b>	<b>0.0</b>	<b>6</b>	<b>0.0</b>	<b>1</b>	<b>0.0</b>
Exposition Park	0.0	0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Paramount	0.1	1	0	0.0	1	0.1	0	0.0	0	0.0	0	0.0	1	0.1	0	0.0
<b>TOTAL GR DIVISION</b>	<b>1</b>	<b>0.1</b>	<b>0</b>	<b>0.0</b>	<b>1</b>	<b>0.1</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>1</b>	<b>0.1</b>	<b>0</b>	<b>0.0</b>
<b>DPSS TOTAL</b>	<b>125</b>	<b>0.2</b>	<b>163</b>	<b>0.3</b>	<b>78</b>	<b>0.14</b>	<b>53</b>	<b>0.1</b>	<b>12</b>	<b>0.0</b>	<b>33</b>	<b>0.1</b>	<b>21</b>	<b>0.0</b>	<b>8</b>	<b>0.0</b>

# Primary Language - Food Stamps Only Approved Cases

02/05/2003

December 2002

DPSS DISTRICTS BY DIVISIONS	LAO CASES	%	INDONESIAN CASES	%	AMSLAN CASES	%	SAMOAN CASES	%	RUMANIAN CASES	%	FRENCH CASES	%	YUGOSLAVIAN CASES	%	PORTUGUESE CASES	%
Compton	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Florence	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Lincoln Heights	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Metro Family	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Rancho Park	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	2	0.1	0	0.0	2	0.1
South Central	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
South Special	0	0.0	0	0.0	1	0.0	2	0.1	0	0.0	0	0.0	0	0.0	0	0.0
West Los Angeles	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Wilshire Special	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	1	0.0	0	0.0	0	0.0
<b>TOTAL DIVISION I</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>1</b>	<b>0.0</b>	<b>2</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>3</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>2</b>	<b>0.0</b>
East Valley	0	0.0	0	0.0	1	0.0	0	0.0	0	0.0	1	0.0	0	0.0	0	0.0
El Monte	0	0.0	2	0.1	1	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Glendale	0	0.0	0	0.0	1	0.0	0	0.0	1	0.0	0	0.0	0	0.0	0	0.0
Lancaster	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	1	0.0
Metro North	0	0.0	1	0.4	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Metro Special	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Pasadena	0	0.0	0	0.0	3	0.2	0	0.0	0	0.0	0	0.0	1	0.1	0	0.0
Pomona	0	0.0	1	0.1	2	0.1	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
San Fernando	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	1	0.2	0	0.0
San Gabriel Valley	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Santa Clarita	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
West Valley	0	0.0	1	0.0	5	0.2	0	0.0	3	0.1	1	0.0	0	0.0	0	0.0
<b>TOTAL DIVISION II</b>	<b>0</b>	<b>0.0</b>	<b>5</b>	<b>0.0</b>	<b>13</b>	<b>0.1</b>	<b>0</b>	<b>0.0</b>	<b>4</b>	<b>0.0</b>	<b>2</b>	<b>0.0</b>	<b>2</b>	<b>0.0</b>	<b>1</b>	<b>0.0</b>
Belvedere	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Civic Center	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Cudahy	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Metro East	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Norwalk	0	0.0	1	0.2	1	0.2	0	0.0	1	0.2	0	0.0	0	0.0	0	0.0
South Family	3	0.1	0	0.0	1	0.0	0	0.0	0	0.0	0	0.0	1	0.0	0	0.0
Southwest Family	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Southwest Special	0	0.0	0	0.0	1	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
<b>TOTAL DIVISION III</b>	<b>3</b>	<b>0.0</b>	<b>1</b>	<b>0.0</b>	<b>3</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>1</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>1</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
Exposition Park	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Paramount	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
<b>TOTAL GR DIVISION</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
<b>DPSS TOTAL</b>	<b>3</b>	<b>0.0</b>	<b>6</b>	<b>0.0</b>	<b>17</b>	<b>0.0</b>	<b>2</b>	<b>0.0</b>	<b>5</b>	<b>0.0</b>	<b>5</b>	<b>0.0</b>	<b>3</b>	<b>0.0</b>	<b>3</b>	<b>0.0</b>

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Data Services Section

EL\_162\_D3

Primary Language - Food Stamps Only Approved Caseload

02/05/2003

December 2002

DPSS DISTRICTS BY DIVISIONS	HEBREW CASES %	TURKISH CASES %	POLISH CASES %	HUNGARIAN CASES %	GREEK CASES %	HMUNG CASES %	ITALIAN CASES %	ILLACANO CASES %
Compton	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0
Florence	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0
Lincoln Heights	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0
Metro Family	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0
Rancho Park	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0
South Central	0 0.0	0 0.0	1 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0
South Special	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0
West Los Angeles	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0
Wilshire Special	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0
<b>TOTAL DIVISION I</b>	<b>0 0.0</b>	<b>0 0.0</b>	<b>1 0.0</b>	<b>0 0.0</b>	<b>0 0.0</b>	<b>0 0.0</b>	<b>0 0.0</b>	<b>0 0.0</b>
East Valley	0 0.0	0 0.0	0 0.0	2 0.1	0 0.0	0 0.0	0 0.0	0 0.0
El Monte	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0
Glendale	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0
Lancaster	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0
Metro North	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0
Metro Special	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0
Pasadena	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0
Pomona	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0
San Fernando	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0
San Gabriel Valley	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0
Santa Clarita	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0
West Valley	0 0.0	1 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0
<b>TOTAL DIVISION II</b>	<b>0 0.0</b>	<b>1 0.0</b>	<b>0 0.0</b>	<b>2 0.0</b>	<b>0 0.0</b>	<b>0 0.0</b>	<b>0 0.0</b>	<b>0 0.0</b>
Belvedere	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0
Civic Center	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0
Cudahy	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0
Metro East	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0
Norwalk	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0
South Family	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0
Southwest Family	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0
Southwest Special	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0
<b>TOTAL DIVISION III</b>	<b>0 0.0</b>	<b>0 0.0</b>	<b>0 0.0</b>	<b>0 0.0</b>	<b>0 0.0</b>	<b>0 0.0</b>	<b>0 0.0</b>	<b>0 0.0</b>
Exposition Park	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0
Paramount	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0
<b>TOTAL GR DIVISION</b>	<b>0 0.0</b>	<b>0 0.0</b>	<b>0 0.0</b>	<b>0 0.0</b>	<b>0 0.0</b>	<b>0 0.0</b>	<b>0 0.0</b>	<b>0 0.0</b>
<b>DPSS TOTAL</b>	<b>0 0.0</b>	<b>1 0.0</b>	<b>1 0.0</b>	<b>2 0.0</b>	<b>0 0.0</b>	<b>0 0.0</b>	<b>0 0.0</b>	<b>0 0.0</b>

December 2002

DPSS DISTRICTS BY DIVISIONS	GERMAN CASES	%	YIDDISH CASES	%	MALAYO CASES	%	ROMANY CASES	%	GUAMANIAN CASES	%	MIEN CASES	%	SCANDINAVIAN CASES	%	TOTAL CASELOAD
Compton	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	1,461
Florence	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	1,522
Lincoln Heights	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	74
Metro Family	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	1,566
Rancho Park	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	2,459
South Central	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	1,569
South Special	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	2,814
West Los Angeles	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	72
Wilshire Special	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	2,390
<b>TOTAL DIVISION I</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>13,927</b>
East Valley	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	2,429
El Monte	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	2,951
Glendale	1	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	2,473
Lancaster	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	2,040
Metro North	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	253
Metro Special	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	7,683
Pasadena	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	1,443
Pomona	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	1,615
San Fernando	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	577
San Gabriel Valley	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	664
Santa Clarita	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	241
West Valley	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	2,964
<b>TOTAL DIVISION II</b>	<b>1</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>25,333</b>
Belvedere	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	3,637
Civic Center	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	1,560
Cudahy	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	1,432
Metro East	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	1,447
Norwalk	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	570
South Family	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	3,040
Southwest Family	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	135
Southwest Special	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	4,500
<b>TOTAL DIVISION III</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>16,321</b>
Exposition Park	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	89
Paramount	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	1,185
<b>TOTAL GR DIVISION</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>1,274</b>
<b>DPSS TOTAL</b>	<b>1</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>56,855</b>

# Primary Language - General Relief Approved Cases

02/05/2003

December 2002

DPSS DISTRICTS BY DIVISIONS	ENGLISH CASES %	SPANISH CASES %	ARMENIAN CASES %	VIETNAMESE CASES %	CANTONESE CASES %	KOREAN CASES %	MANDARIN CASES %	CAMBODIAN CASES %	TAGALOG CASES %
Rancho Park	3,132 95.2	55 1.7	7 0.2	2 0.1	0 0.0	1 0.0	2 0.1	0 0.0	0 0.0
South Central	1,688 95.9	73 4.1	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0
South Special	9,199 92.9	338 5.4	0 0.0	29 0.3	3 0.0	28 0.3	0 0.0	79 0.8	17 0.2
Wishire Special	2,455 68.4	488 13.5	257 7.2	10 0.3	3 0.1	249 6.9	1 0.0	6 0.2	36 1.0
TOTAL DIVISION I	16,474 88.8	1,150 6.2	264 1.4	41 0.2	6 0.0	278 1.5	3 0.0	85 0.5	53 0.3
Glendale	1,849 53.1	301 8.6	1,177 33.8	9 0.3	1 0.0	35 1.0	1 0.0	0 0.0	28 0.8
Lancaster	1,708 97.3	39 2.2	1 0.1	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	3 0.2
Metro Special	9,009 92.1	637 6.5	1 0.0	1 0.0	1 0.0	127 1.3	0 0.0	0 0.0	0 0.0
Pasadena	1,697 93.6	83 4.8	30 1.7	1 0.1	0 0.0	0 0.0	1 0.1	0 0.0	1 0.1
Pomona	1,151 92.3	66 5.3	2 0.2	11 0.9	3 0.2	3 0.2	4 0.3	0 0.0	1 0.1
San Fernando	1,492 77.3	152 7.9	112 5.8	23 1.2	2 0.1	15 0.8	0 0.0	0 0.0	29 1.5
San Gabriel Valley	2,524 76.4	269 8.1	1 0.0	243 7.4	156 4.7	9 0.3	49 1.5	6 0.2	2 0.1
TOTAL DIVISION II	19,430 83.4	1,547 6.6	1,324 5.7	288 1.2	163 0.7	189 0.8	55 0.2	6 0.0	64 0.3
Civic Center	4,753 94.9	220 4.4	2 0.0	7 0.1	2 0.0	15 0.3	0 0.0	4 0.1	3 0.1
Metro East	3,288 72.5	1,198 26.4	7 0.2	8 0.2	18 0.4	4 0.1	3 0.1	0 0.0	0 0.0
Southwest Special	6,202 94.0	334 5.1	2 0.0	40 0.8	0 0.0	13 0.2	1 0.0	0 0.0	3 0.0
TOTAL DIVISION III	14,243 88.2	1,752 10.9	11 0.1	56 0.3	20 0.1	32 0.2	4 0.0	4 0.0	6 0.0
DPSS TOTAL	50,147 86.5	4,449 7.7	1,599 2.8	385 0.7	169 0.3	499 0.9	62 0.1	95 0.2	123 0.2

**Primary Language - General Relier Approved Caseload**  
**December 2002**

02/05/2003

DPSS DISTRICTS BY DIVISIONS	RUSSIAN CASES	RUSSIAN %	FARSI CASES	FARSI %	CHINESE CASES	CHINESE %	ARABIC CASES	ARABIC %	THAI CASES	THAI %	OTHER CASES	OTHER %	HINDI CASES	HINDI %	JAPANESE CASES	JAPANESE %
Rancho Park	1.9	63	18	0.5	3	0.1	4	0.1	0	0.0	0	0.0	3	0.1	0	0.0
South Central	0.0	0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
South Special	0.0	1	0	0.0	3	0.0	5	0.1	0	0.0	0	0.0	0	0.0	0	0.0
Wishire Special	2.0	70	4	0.1	0	0.0	2	0.1	3	0.1	3	0.1	3	0.1	1	0.0
<b>TOTAL DIVISION I</b>	<b>134</b>	<b>0.7</b>	<b>22</b>	<b>0.1</b>	<b>6</b>	<b>0.0</b>	<b>11</b>	<b>0.1</b>	<b>3</b>	<b>0.0</b>	<b>3</b>	<b>0.0</b>	<b>6</b>	<b>0.0</b>	<b>1</b>	<b>0.0</b>
Glendale	1.3	45	23	0.7	0	0.0	5	0.1	2	0.1	2	0.1	3	0.1	0	0.0
Lancaster	0.1	1	1	0.1	2	0.1	0	0.0	0	0.0	1	0.1	0	0.0	0	0.0
Metro Special	0.0	0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Pasadena	0.0	0	0	0.0	0	0.0	1	0.1	0	0.0	0	0.0	0	0.0	0	0.0
Pomona	0.0	0	0	0.0	4	0.3	0	0.0	0	0.0	0	0.0	1	0.1	0	0.0
San Fernando	2.4	47	33	1.7	5	0.3	4	0.2	2	0.1	3	0.2	4	0.2	0	0.0
San Gabriel Valley	0.0	0	0	0.0	36	1.1	5	0.2	2	0.1	0	0.0	1	0.0	0	0.0
<b>TOTAL DIVISION II</b>	<b>93</b>	<b>0.4</b>	<b>57</b>	<b>0.2</b>	<b>47</b>	<b>0.2</b>	<b>15</b>	<b>0.1</b>	<b>8</b>	<b>0.0</b>	<b>6</b>	<b>0.0</b>	<b>9</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
Civic Center	0.1	4	0	0.0	1	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Metro East	0.0	1	0	0.0	3	0.1	1	0.0	0	0.0	2	0.0	0	0.0	0	0.0
Southwest Special	0.0	0	0	0.0	2	0.0	0	0.0	0	0.0	2	0.0	1	0.0	1	0.0
<b>TOTAL DIVISION III</b>	<b>5</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>6</b>	<b>0.0</b>	<b>1</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>4</b>	<b>0.0</b>	<b>1</b>	<b>0.0</b>	<b>1</b>	<b>0.0</b>
<b>DPSS TOTAL</b>	<b>232</b>	<b>0.4</b>	<b>79</b>	<b>0.1</b>	<b>59</b>	<b>0.10</b>	<b>27</b>	<b>0.0</b>	<b>9</b>	<b>0.0</b>	<b>13</b>	<b>0.0</b>	<b>16</b>	<b>0.0</b>	<b>2</b>	<b>0.0</b>

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Data Services Section

December 2002

DPSS DISTRICTS BY DIVISIONS	LAO CASES	%	INDONESIAN CASES	%	AMSLAN CASES	%	SAMOAN CASES	%	RUMANIAN CASES	%	FRENCH CASES	%	YUGOSLAVIAN CASES	%	PORTUGUESE CASES	%
Rancho Park	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
South Central	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
South Special	0	0.0	0	0.0	1	0.0	4	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Wiltshire Special	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
TOTAL DIVISION I	0	0.0	0	0.0	1	0.0	4	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Glendale	0	0.0	0	0.0	0	0.0	0	0.0	1	0.0	0	0.0	0	0.0	0	0.0
Lancaster	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Metro Special	0	0.0	0	0.0	1	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Pasadena	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Pomona	1	0.1	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
San Fernando	0	0.0	0	0.0	0	0.0	0	0.0	1	0.1	0	0.0	2	0.1	0	0.0
San Gabriel Valley	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
TOTAL DIVISION II	1	0.0	0	0.0	1	0.0	0	0.0	2	0.0	0	0.0	2	0.0	0	0.0
Civic Center	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Metro East	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Southwest Special	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
TOTAL DIVISION III	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
DPSS TOTAL	1	0.0	0	0.0	2	0.0	4	0.0	2	0.0	0	0.0	2	0.0	0	0.0

Primary Language - General Relief Approved Cases  
December 2002

02/05/2003

OPSS DISTRICTS BY DIVISIONS	HEBREW CASES	%	TURKISH CASES	%	POLISH CASES	%	HUNGARIAN CASES	%	GREEK CASES	%	HMUNG CASES	%	ITALIAN CASES	%	ILLACANO CASES	%
Tancho Park	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
South Central	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
South Special	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Milshire Special	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
TOTAL DIVISION I	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Glendale	0	0.0	1	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Encaster	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Metro Special	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Pasadena	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Pomona	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
San Fernando	0	0.0	1	0.1	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
San Gabriel Valley	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
TOTAL DIVISION II	0	0.0	2	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Civic Center	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Metro East	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Southwest Special	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
TOTAL DIVISION III	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
OPSS TOTAL	0	0.0	2	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0

December 2002

DPSS DISTRICTS BY DIVISIONS	GERMAN CASES	%	YIDDISH CASES	%	MALAYO CASES	%	ROMANY CASES	%	GUAMANIAN CASES	%	MIEN CASES	%	SCANDINAVIAN CASES	%	TOTAL CASELOAD
Rancho Park	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	3,290
South Central	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	1,761
South Special	0	0.0	0	0.0	0	0.0	1	0.0	0	0.0	0	0.0	0	0.0	9,906
Wishire Special	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	3,589
TOTAL DIVISION I	0	0.0	0	0.0	0	0.0	1	0.0	0	0.0	0	0.0	0	0.0	18,546
Glendale	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	3,483
Lancaster	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	1,756
Metro Special	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	9,777
Pasadena	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	1,814
Pomona	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	1,247
San Fernando	1	0.1	0	0.0	0	0.0	1	0.1	0	0.0	0	0.0	0	0.0	1,929
San Gabriel Valley	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	3,303
TOTAL DIVISION II	1	0.0	0	0.0	0	0.0	1	0.0	0	0.0	0	0.0	0	0.0	23,309
Clive Center	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	5,011
Metro East	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	4,534
Southwest Special	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	6,801
TOTAL DIVISION III	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	16,146
DPSS TOTAL	1	0.0	0	0.0	0	0.0	2	0.0	0	0.0	0	0.0	0	0.0	58,001

Primary Language - CAP Approved Caseload

02/05/2003

December 2002

DPSS DISTRICTS BY DIVISIONS	ENGLISH CASES %	SPANISH CASES %	ARMENIAN CASES %	VIETNAMESE CASES %	CANTONESE CASES %	KOREAN CASES %	MANDARIN CASES %	CAMBODIAN CASES %	TAGALOG CASES %
Wishire Special	210 6.6	953 25.3	326 8.6	201 5.3	387 10.3	365 9.7	357 9.5	17 0.5	443 11.8
TOTAL DIVISION I	210 5.6	953 25.3	326 8.6	201 5.3	387 10.3	365 9.7	357 9.5	17 0.5	443 11.8
DPSS TOTAL	210 5.6	953 25.3	326 8.6	201 5.3	387 10.3	365 9.7	357 9.5	17 0.5	443 11.8

**Primary Language - CAP Approved Caseload**  
**December 2002**

02/05/2003

DPSS DISTRICTS BY DIVISIONS	RUSSIAN CASES	%	FARSI CASES	%	CHINESE CASES	%	ARABIC CASES	%	THAI CASES	%	OTHER CASES	%	HINDI CASES	%	JAPANESE CASES	%
Wishfire Special	3.0	112	171	4.5	101	2.7	30	0.8	12	0.3	28	0.7	24	0.6	6	0.2
TOTAL DIVISION I	112	3.0	171	4.5	101	2.7	30	0.8	12	0.3	28	0.7	24	0.6	6	0.2
DPSS TOTAL	112	3.0	171	4.5	101	2.68	30	0.8	12	0.3	28	0.7	24	0.0	6	0.2

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Data Services Section

# Primary Language - CAP Approved Caseload

02/05/2003

December 2002

DPSS DISTRICTS BY DIVISIONS	LAO CASES	%	INDONESIAN CASES	%	AMSLAN CASES	%	SAMOAN CASES	%	RUMANIAN CASES	%	FRENCH CASES	%	YUGOSLAVIAN CASES	%	PORTUGUESE CASES	%
Wiltshire Special	2	0.1	5	0.1	0	0.0	0	0.0	10	0.3	0	0.0	3	0.1	0	0.0
TOTAL DIVISION I	2	0.1	5	0.1	0	0.0	0	0.0	10	0.3	0	0.0	3	0.1	0	0.0
DPSS TOTAL	2	0.1	5	0.1	0	0.0	0	0.0	10	0.3	0	0.0	3	0.1	0	0.0

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Data Services Section

December 2002

DPSS DISTRICTS BY DIVISIONS	HEBREW CASES	%	TURKISH CASES	%	POLISH CASES	%	HUNGARIAN CASES	%	GREEK CASES	%	HMUNG CASES	%	ITALIAN CASES	%	ILLACANO CASES	%
Wiltshire Special	0	0.0	1	0.0	2	0.1	3	0.1	1	0.0	0	0.0	0	0.0	0	0.0
TOTAL DIVISION I	0	0.0	1	0.0	2	0.1	3	0.1	1	0.0	0	0.0	0	0.0	0	0.0
DPSS TOTAL	0	0.0	1	0.0	2	0.1	3	0.1	1	0.0	0	0.0	0	0.0	0	0.0

Primary Language - Medi-Cal Assistance Only Caseload

02/05/2003

December 2002

DPSS DISTRICTS BY DIVISIONS	RUSSIAN CASES	%	FARSI CASES	%	CHINESE CASES	%	ARABIC CASES	%	THAI CASES	%	OTHER CASES	%	HINDI CASES	%	JAPANESE CASES	%
Compton	0.0	6	20	0.1	22	0.1	12	0.0	3	0.0	8	0.0	2	0.0	13	0.0
Florence	0.0	0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Lincoln Heights	0.0	0	0	0.0	16	0.7	0	0.0	1	0.0	0	0.0	0	0.0	1	0.0
Metro Family	0.0	1	2	0.0	128	0.6	5	0.0	17	0.1	5	0.0	1	0.0	5	0.0
Rancho Park	2.5	411	478	2.9	48	0.3	39	0.2	18	0.1	35	0.2	14	0.1	15	0.1
South Central	0.0	2	0	0.0	0	0.0	1	0.0	2	0.0	2	0.0	0	0.0	2	0.0
West Los Angeles	2.9	59	32	1.6	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	1	0.0
Wilshire Special	0.4	82	63	0.3	49	0.2	18	0.1	97	0.5	38	0.2	11	0.1	12	0.1
Wilshire Special(Sub)	0.0	0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
<b>TOTAL DIVISION I</b>	<b>561</b>	<b>0.5</b>	<b>583</b>	<b>0.5</b>	<b>281</b>	<b>0.2</b>	<b>75</b>	<b>0.1</b>	<b>136</b>	<b>0.1</b>	<b>88</b>	<b>0.1</b>	<b>28</b>	<b>0.0</b>	<b>49</b>	<b>0.0</b>
East Valley	0.4	117	27	0.1	1	0.0	16	0.1	77	0.3	18	0.1	5	0.0	5	0.0
El Monte	0.0	7	14	0.0	907	1.8	38	0.1	49	0.1	20	0.0	11	0.0	18	0.0
Glendale	0.3	81	124	0.5	28	0.1	87	0.4	46	0.2	14	0.1	6	0.0	8	0.0
Lancaster	0.0	0	4	0.0	3	0.0	8	0.0	1	0.0	2	0.0	2	0.0	2	0.0
Metro North	2.2	203	22	0.2	78	0.8	3	0.0	6	0.1	5	0.1	0	0.0	22	0.2
Metro Special	0.0	3	8	0.0	34	0.1	3	0.0	5	0.0	11	0.0	1	0.0	8	0.0
Pasadena	0.1	5	16	0.2	87	0.9	12	0.1	9	0.1	3	0.0	2	0.0	8	0.1
Pomona	0.0	3	22	0.1	301	1.0	78	0.3	35	0.1	22	0.1	15	0.1	6	0.0
San Gabriel Valley	0.0	0	1	0.2	4	0.8	0	0.0	0	0.0	1	0.2	0	0.0	0	0.0
Santa Clarita	0.1	3	4	0.1	3	0.1	6	0.1	3	0.1	6	0.1	0	0.0	1	0.0
West Valley	0.5	156	629	1.9	44	0.1	101	0.3	24	0.1	36	0.1	49	0.1	7	0.0
<b>TOTAL DIVISION II</b>	<b>578</b>	<b>0.2</b>	<b>871</b>	<b>0.3</b>	<b>1,490</b>	<b>0.6</b>	<b>352</b>	<b>0.1</b>	<b>255</b>	<b>0.1</b>	<b>138</b>	<b>0.1</b>	<b>91</b>	<b>0.0</b>	<b>85</b>	<b>0.0</b>
Belvedere	0.0	9	2	0.0	14	0.0	14	0.0	0	0.0	2	0.0	0	0.0	3	0.0
Civic Center	3.0	272	14	0.2	76	0.8	19	0.2	41	0.5	28	0.3	7	0.1	8	0.1
Cudahy	0.0	1	4	0.0	4	0.0	17	0.1	4	0.0	0	0.0	2	0.0	1	0.0
Metro East	0.0	0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Norwalk	0.0	5	7	0.0	123	0.6	31	0.1	24	0.1	30	0.1	29	0.1	3	0.0
South Family	0.0	4	9	0.0	15	0.1	10	0.0	11	0.1	5	0.0	3	0.0	5	0.0
Southwest Family	0.0	1	1	0.0	0	0.0	2	0.1	0	0.0	0	0.0	0	0.0	0	0.0
Southwest Special	0.0	7	25	0.1	46	0.1	41	0.1	17	0.1	18	0.1	7	0.0	30	0.1
<b>TOTAL DIVISION III</b>	<b>299</b>	<b>0.2</b>	<b>62</b>	<b>0.0</b>	<b>278</b>	<b>0.2</b>	<b>134</b>	<b>0.1</b>	<b>97</b>	<b>0.1</b>	<b>83</b>	<b>0.1</b>	<b>48</b>	<b>0.0</b>	<b>50</b>	<b>0.0</b>
Exposition Park	0.0	0	0	0.0	0	0.0	0	0.0	0	0.0	1	0.1	0	0.0	0	0.0
Paramount	0.0	2	0	0.0	17	0.1	3	0.0	13	0.1	5	0.0	1	0.0	4	0.0
<b>TOTAL GR DIVISION</b>	<b>2</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>17</b>	<b>0.1</b>	<b>3</b>	<b>0.0</b>	<b>13</b>	<b>0.1</b>	<b>6</b>	<b>0.0</b>	<b>1</b>	<b>0.0</b>	<b>4</b>	<b>0.0</b>
CMEP	0.1	2	0	0.0	15	0.4	1	0.0	9	0.3	0	0.0	1	0.0	0	0.0
Canoga Park Med. Regional	0.5	19	42	1.1	10	0.3	11	0.3	10	0.3	8	0.2	6	0.2	2	0.1
Department Of Mental Health Cl	0.0	0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Medi-Cal Long Term Care	0.0	6	4	0.0	22	0.1	2	0.0	1	0.0	2	0.0	1	0.0	21	0.1
Medi-Cal Mail-In Processing Ce	0.1	3	7	0.3	23	1.1	7	0.3	3	0.1	1	0.0	1	0.0	2	0.1
Medi-Cal Outstation	0.0	1	0	0.0	1	0.0	7	0.2	0	0.0	2	0.1	1	0.0	2	0.1
OBRA Outreach District	0.0	0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Perinatal Clinic / OBRA	0.0	0	0	0.0	0	0.0	0	0.0	2	0.4	0	0.0	0	0.0	1	0.2
<b>TOTAL MEDICAL</b>	<b>31</b>	<b>0.1</b>	<b>53</b>	<b>0.1</b>	<b>71</b>	<b>0.2</b>	<b>28</b>	<b>0.1</b>	<b>25</b>	<b>0.1</b>	<b>13</b>	<b>0.0</b>	<b>10</b>	<b>0.0</b>	<b>28</b>	<b>0.1</b>
<b>DPSS TOTAL</b>	<b>1,471</b>	<b>0.3</b>	<b>1,579</b>	<b>0.3</b>	<b>2,117</b>	<b>0.37</b>	<b>592</b>	<b>0.1</b>	<b>526</b>	<b>0.1</b>	<b>328</b>	<b>0.1</b>	<b>178</b>	<b>0.0</b>	<b>216</b>	<b>0.0</b>
<b>DHS TOTAL</b>	<b>1</b>	<b>0.1</b>	<b>0</b>	<b>0.0</b>	<b>3</b>	<b>0.28</b>	<b>1</b>	<b>0.1</b>	<b>1</b>	<b>0.1</b>	<b>1</b>	<b>0.1</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
<b>DCFS TOTAL</b>	<b>0</b>	<b>0.0</b>	<b>1</b>	<b>0.0</b>	<b>2</b>	<b>0.02</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>2</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>3</b>	<b>0.0</b>

# Primary Language - Medi-Cal Assistance Only Caseload

02/05/2003

December 2002

DPSS DISTRICTS BY DIVISIONS	LAO CASES	%	INDONESIAN CASES	%	AMSLAN CASES	%	SAMOAN CASES	%	RUMANIAN CASES	%	FRENCH CASES	%	YUGOSLAVIAN CASES	%	PORTUGUESE CASES	%
Compton	2	0.0	3	0.0	2	0.0	11	0.0	0	0.0	4	0.0	0	0.0	1	0.0
Florence	0	0.0	0	0.0	0	0.0	1	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Lincoln Heights	1	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Metro Family	0	0.0	1	0.0	0	0.0	2	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Rancho Park	0	0.0	4	0.0	3	0.0	0	0.0	5	0.0	12	0.1	6	0.0	7	0.0
South Central	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
West Los Angeles	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Wilshire Special	2	0.0	5	0.0	1	0.0	2	0.0	1	0.0	11	0.1	0	0.0	1	0.0
Wilshire Special(Sub)	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
<b>TOTAL DIVISION I</b>	<b>5</b>	<b>0.0</b>	<b>13</b>	<b>0.0</b>	<b>6</b>	<b>0.0</b>	<b>18</b>	<b>0.0</b>	<b>6</b>	<b>0.0</b>	<b>27</b>	<b>0.0</b>	<b>7</b>	<b>0.0</b>	<b>9</b>	<b>0.0</b>
East Valley	0	0.0	3	0.0	2	0.0	0	0.0	1	0.0	3	0.0	1	0.0	1	0.0
El Monte	16	0.0	48	0.1	7	0.0	3	0.0	0	0.0	1	0.0	0	0.0	0	0.0
Glendale	2	0.0	1	0.0	0	0.0	1	0.0	4	0.0	3	0.0	4	0.0	2	0.0
Lancaster	0	0.0	1	0.0	1	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Metro North	5	0.1	0	0.0	1	0.0	0	0.0	0	0.0	1	0.0	2	0.0	0	0.0
Metro Special	1	0.0	5	0.0	2	0.0	1	0.0	1	0.0	6	0.0	0	0.0	0	0.0
Pasadena	0	0.0	4	0.0	0	0.0	0	0.0	0	0.0	1	0.0	5	0.1	1	0.0
Pomona	6	0.0	17	0.1	9	0.0	2	0.0	0	0.0	0	0.0	0	0.0	1	0.0
San Gabriel Valley	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Santa Clarita	0	0.0	0	0.0	2	0.0	1	0.0	0	0.0	1	0.0	1	0.0	0	0.0
West Valley	2	0.0	8	0.0	2	0.0	5	0.0	8	0.0	4	0.0	0	0.0	2	0.0
<b>TOTAL DIVISION II</b>	<b>32</b>	<b>0.0</b>	<b>87</b>	<b>0.0</b>	<b>26</b>	<b>0.0</b>	<b>13</b>	<b>0.0</b>	<b>14</b>	<b>0.0</b>	<b>20</b>	<b>0.0</b>	<b>13</b>	<b>0.0</b>	<b>7</b>	<b>0.0</b>
Belvedere	0	0.0	0	0.0	3	0.0	5	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Civic Center	1	0.0	1	0.0	1	0.0	0	0.0	19	0.2	0	0.0	0	0.0	1	0.0
Cudahy	0	0.0	0	0.0	2	0.0	0	0.0	0	0.0	0	0.0	1	0.0	1	0.0
Metro East	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Norwalk	6	0.0	8	0.0	5	0.0	6	0.0	10	0.0	1	0.0	1	0.0	7	0.0
South Family	12	0.1	0	0.0	5	0.0	11	0.1	1	0.0	0	0.0	1	0.0	0	0.0
Southwest Family	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	1	0.0	0	0.0	0	0.0
Southwest Special	0	0.0	3	0.0	5	0.0	1	0.0	0	0.0	2	0.0	0	0.0	6	0.0
<b>TOTAL DIVISION III</b>	<b>19</b>	<b>0.0</b>	<b>12</b>	<b>0.0</b>	<b>21</b>	<b>0.0</b>	<b>23</b>	<b>0.0</b>	<b>30</b>	<b>0.0</b>	<b>4</b>	<b>0.0</b>	<b>3</b>	<b>0.0</b>	<b>15</b>	<b>0.0</b>
Exposition Park	0	0.0	0	0.0	0	0.0	1	0.1	0	0.0	0	0.0	0	0.0	0	0.0
Paramount	2	0.0	0	0.0	0	0.0	5	0.0	0	0.0	1	0.0	0	0.0	2	0.0
<b>TOTAL GR DIVISION</b>	<b>2</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>6</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>1</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>2</b>	<b>0.0</b>
CMIEP	0	0.0	2	0.1	0	0.0	0	0.0	1	0.0	0	0.0	0	0.0	0	0.0
Canoga Park Med. Regional	3	0.1	0	0.0	1	0.0	0	0.0	1	0.0	0	0.0	1	0.0	3	0.1
Department Of Mental Health Cl	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Medi-Cal Long Term Care	0	0.0	1	0.0	4	0.0	0	0.0	1	0.0	0	0.0	1	0.0	0	0.0
Medi-Cal Mail-In Processing Ce	0	0.0	3	0.1	0	0.0	1	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Medi-Cal Outstation	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	1	0.0
OBRA Outreach District	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Perinatal Clinic / OBRA	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
<b>TOTAL MEDI-CAL</b>	<b>3</b>	<b>0.0</b>	<b>6</b>	<b>0.0</b>	<b>5</b>	<b>0.0</b>	<b>1</b>	<b>0.0</b>	<b>3</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>2</b>	<b>0.0</b>	<b>4</b>	<b>0.0</b>
<b>DPSS TOTAL</b>	<b>61</b>	<b>0.0</b>	<b>118</b>	<b>0.0</b>	<b>58</b>	<b>0.0</b>	<b>59</b>	<b>0.0</b>	<b>53</b>	<b>0.0</b>	<b>52</b>	<b>0.0</b>	<b>25</b>	<b>0.0</b>	<b>37</b>	<b>0.0</b>
<b>DHS TOTAL</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
<b>DCFS TOTAL</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>1</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>

# Primary Language - Medi-Cal Assistance Only Caseload

02/05/2003

December 2002

DPSS DISTRICTS BY DIVISIONS	HEBREW CASES	%	TURKISH CASES	%	POLISH CASES	%	HUNGARIAN CASES	%	GREEK CASES	%	HIMUNG CASES	%	ITALIAN CASES	%	ILLACANO CASES	%
Compton	1	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	1	0.0	1	0.0
Florence	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Lincoln Heights	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Metro Family	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Rancho Park	14	0.0	8	0.0	4	0.0	4	0.0	0	0.0	0	0.0	2	0.0	1	0.0
South Central	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
West Los Angeles	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Wilshire Special	0	0.0	0	0.0	1	0.0	3	0.0	2	0.0	0	0.0	1	0.0	0	0.0
Wilshire Special(Sub)	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
<b>TOTAL DIVISION I</b>	<b>15</b>	<b>0.0</b>	<b>8</b>	<b>0.0</b>	<b>5</b>	<b>0.0</b>	<b>7</b>	<b>0.0</b>	<b>2</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>4</b>	<b>0.0</b>	<b>2</b>	<b>0.0</b>
East Valley	4	0.0	1	0.0	1	0.0	0	0.0	1	0.0	0	0.0	1	0.0	0	0.0
El Monte	0	0.0	0	0.0	0	0.0	2	0.0	2	0.0	0	0.0	1	0.0	1	0.0
Glendale	1	0.0	1	0.0	2	0.0	0	0.0	0	0.0	0	0.0	1	0.0	0	0.0
Lancaster	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Meiro North	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Meiro Special	1	0.0	0	0.0	2	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Pasadena	0	0.0	1	0.0	2	0.0	0	0.0	1	0.0	0	0.0	0	0.0	0	0.0
Pomona	1	0.0	1	0.0	1	0.0	0	0.0	2	0.0	1	0.0	1	0.0	2	0.0
San Gabriel Valley	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Santa Clarita	0	0.0	0	0.0	0	0.0	1	0.0	0	0.0	0	0.0	0	0.0	0	0.0
West Valley	12	0.0	6	0.0	3	0.0	3	0.0	3	0.0	0	0.0	2	0.0	0	0.0
<b>TOTAL DIVISION II</b>	<b>19</b>	<b>0.0</b>	<b>10</b>	<b>0.0</b>	<b>11</b>	<b>0.0</b>	<b>8</b>	<b>0.0</b>	<b>9</b>	<b>0.0</b>	<b>1</b>	<b>0.0</b>	<b>6</b>	<b>0.0</b>	<b>4</b>	<b>0.0</b>
Belvedere	0	0.0	1	0.0	0	0.0	0	0.0	0	0.0	0	0.0	1	0.0	0	0.0
Chic Center	1	0.0	2	0.0	1	0.0	0	0.0	2	0.0	0	0.0	0	0.0	3	0.0
Cudahy	0	0.0	1	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Metro East	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Norwalk	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
South Family	0	0.0	0	0.0	1	0.0	0	0.0	1	0.0	3	0.0	0	0.0	0	0.0
Southwest Family	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Southwest Special	0	0.0	1	0.0	1	0.0	2	0.0	1	0.0	0	0.0	0	0.0	0	0.0
<b>TOTAL DIVISION III</b>	<b>1</b>	<b>0.0</b>	<b>5</b>	<b>0.0</b>	<b>3</b>	<b>0.0</b>	<b>2</b>	<b>0.0</b>	<b>4</b>	<b>0.0</b>	<b>3</b>	<b>0.0</b>	<b>1</b>	<b>0.0</b>	<b>3</b>	<b>0.0</b>
Exposition Park	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Paramount	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	2	0.0	0	0.0	0	0.0
<b>TOTAL GR DIVISION</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>2</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
CMIEP	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Canoga Park Med. Regional	2	0.1	2	0.1	1	0.0	1	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Department Of Mental Health Cl	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	1	0.0	1	0.0
Medi-Cal Long Term Care	0	0.0	0	0.0	1	0.0	1	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Medi-Cal Mail-In Processing Ce	0	0.0	0	0.0	0	0.0	0	0.0	1	0.0	0	0.0	0	0.0	0	0.0
Medi-Cal Outstation	0	0.0	0	0.0	1	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
OBRA Outreach District	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Perinatal Clinic / OBRA	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
<b>TOTAL MEDI-CAL DIVISION</b>	<b>2</b>	<b>0.0</b>	<b>2</b>	<b>0.0</b>	<b>3</b>	<b>0.0</b>	<b>2</b>	<b>0.0</b>	<b>1</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>1</b>	<b>0.0</b>	<b>1</b>	<b>0.0</b>
<b>DPSS TOTAL</b>	<b>37</b>	<b>0.0</b>	<b>26</b>	<b>0.0</b>	<b>22</b>	<b>0.0</b>	<b>19</b>	<b>0.0</b>	<b>16</b>	<b>0.0</b>	<b>6</b>	<b>0.0</b>	<b>12</b>	<b>0.0</b>	<b>10</b>	<b>0.0</b>
<b>DHS TOTAL</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
<b>DCFS TOTAL</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>

# Primary Language - Mental Assistance Unit Caseload

02/05/2003

December 2002

DPSS DISTRICTS BY DIVISIONS	GERMAN CASES	%	YIDDISH CASES	%	MALAYO CASES	%	ROMANY CASES	%	GUAMANIAN CASES	%	MIEN CASES	%	SCANDINAVIAN CASES	%	TOTAL CASELOAD
Compton	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	26,580
Florence	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	14,329
Lincoln Heights	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	2,148
Metro Family	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	19,453
Rancho Park	3	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	16,418
South Central	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	13,349
West Los Angeles	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	2,038
Wilshire Special	0	0.0	1	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	21,207
Wilshire Special(Sub)	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	2
<b>TOTAL DIVISION I</b>	<b>3</b>	<b>0.0</b>	<b>1</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>115,524</b>
East Valley	0	0.0	0	0.0	0	0.0	1	0.0	0	0.0	0	0.0	0	0.0	30,601
El Monte	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	49,332
Glendale	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	23,692
Lancaster	1	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	17,439
Metro North	0	0.0	0	0.0	0	0.0	1	0.0	0	0.0	1	0.0	0	0.0	9,331
Metro Special	0	0.0	0	0.0	0	0.0	0	0.0	1	0.0	0	0.0	0	0.0	42,581
Pasadena	0	0.0	0	0.0	0	0.0	1	0.0	0	0.0	0	0.0	0	0.0	8,615
Pomona	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	29,570
San Gabriel Valley	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	524
Santa Clarita	1	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	4,742
West Valley	2	0.0	0	0.0	2	0.0	1	0.0	1	0.0	0	0.0	0	0.0	32,903
<b>TOTAL DIVISION II</b>	<b>4</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>2</b>	<b>0.0</b>	<b>4</b>	<b>0.0</b>	<b>2</b>	<b>0.0</b>	<b>1</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>250,340</b>
Belvedere	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	37,955
Civic Center	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	1	0.0	9,082
Cudahy	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	23,085
Metro East	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	885
Norwalk	1	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	21,324
South Family	2	0.0	0	0.0	0	0.0	0	0.0	2	0.0	0	0.0	0	0.0	20,859
Southwest Family	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	3,430
Southwest Special	1	0.0	1	0.0	1	0.0	0	0.0	0	0.0	0	0.0	0	0.0	30,983
<b>TOTAL DIVISION III</b>	<b>4</b>	<b>0.0</b>	<b>1</b>	<b>0.0</b>	<b>1</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>2</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>1</b>	<b>0.0</b>	<b>147,613</b>
Exposition Park	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	1,381
Paramount	0	0.0	0	0.0	1	0.0	1	0.0	0	0.0	0	0.0	0	0.0	13,752
<b>TOTAL GR DIVISION</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>1</b>	<b>0.0</b>	<b>1</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>15,133</b>
CMEP	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	3,559
Canoga Park Med. Regional	0	0.0	0	0.0	0	0.0	1	0.0	0	0.0	0	0.0	0	0.0	3,871
Department Of Mental Health CI	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	1
Medi-Cal Long Term Care	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	25,896
Medi-Cal Mail-in Processing Ca	1	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	2,133
Medi-Cal Outstation	0	0.0	1	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	2,850
OBRA Outreach District	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	212
Perinatal Clinic / OBRA	1	0.2	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	509
<b>TOTAL MEDI-CAL DIVISION</b>	<b>2</b>	<b>0.0</b>	<b>1</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>1</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>39,031</b>
<b>DPSS TOTAL</b>	<b>13</b>	<b>0.0</b>	<b>3</b>	<b>0.0</b>	<b>4</b>	<b>0.0</b>	<b>6</b>	<b>0.0</b>	<b>4</b>	<b>0.0</b>	<b>1</b>	<b>0.0</b>	<b>1</b>	<b>0.0</b>	<b>567,641</b>
<b>DHS TOTAL</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>1,060</b>
<b>DCFS TOTAL</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>12,553</b>

# Primary Language - Refugee Approved Caseload

02/05/2003

December 2002

DPSS DISTRICTS BY DIVISIONS	ENGLISH CASES	%	SPANISH CASES	%	ARMENIAN CASES	%	VIETNAMESE CASES	%	CANTONESE CASES	%	KOREAN CASES	%	MANDARIN CASES	%	CAMBODIAN CASES	%	TAGALOG CASES	%
Glendale	6	1.7	1	0.3	292	82.5	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Metro North	18	11.5	2	1.3	72	45.9	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
San Gabriel Valley	8	13.6	3	5.1	1	1.7	9	15.3	2	3.4	0	0.0	34	57.6	0	0.0	0	0.0
TOTAL DIVISION II	32	5.6	6	1.1	365	64.0	9	1.6	2	0.4	0	0.0	34	6.0	0	0.0	0	0.0
South Family	5	45.5	2	18.2	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
TOTAL DIVISION III	5	45.5	2	18.2	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
DPSS TOTAL	37	6.4	8	1.4	365	62.8	9	1.5	2	0.3	0	0.0	34	5.9	0	0.0	0	0.0

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# Primary Language - Refugee Approved Caseload

02/05/2003

December 2002

DPSS DISTRICTS BY DIVISIONS	RUSSIAN CASES	RUSSIAN %	FARSI CASES	FARSI %	CHINESE CASES	CHINESE %	ARABIC CASES	ARABIC %	THAI CASES	THAI %	OTHER CASES	OTHER %	HINDI CASES	HINDI %	JAPANESE CASES	JAPANESE %
Glendale	6.8	24	30	8.5	0	0.0	1	0.3	0	0.0	0	0.0	0	0.0	0	0.0
Metro North	30.6	48	16	10.2	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
San Gabriel Valley	0.0	0	0	0.0	2	3.4	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
TOTAL DIVISION II	72	12.6	46	8.1	2	0.4	1	0.2	0	0.0	0	0.0	0	0.0	0	0.0
South Family	18.2	2	1	9.1	1	9.1	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
TOTAL DIVISION III	2	18.2	1	9.1	1	9.1	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
DPSS TOTAL	74	12.7	47	8.1	3	0.52	1	0.2	0	0.0	0	0.0	0	0.0	0	0.0

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Data Services Section

# Primary Language - Refugee Approved Caseload

02/05/2003

December 2002

DPSS DISTRICTS BY DIVISIONS	LAO CASES	%	INDONESIAN CASES	%	AMSLAN CASES	%	SAMOAN CASES	%	RUMANIAN CASES	%	FRENCH CASES	%	YUGOSLAVIAN CASES	%	PORTUGUESE CASES	%
Glendale	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Metro North	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	1	0.6	0	0.0	0	0.0
San Gabriel Valley	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
TOTAL DIVISION II	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	1	0.2	0	0.0	0	0.0
South Family	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
TOTAL DIVISION III	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
DPSS TOTAL	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	1	0.2	0	0.0	0	0.0

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Data Services Section

# Primary Language - Refugee Approved Caseload December 2002

02/05/2003

DPSS DISTRICTS BY DIVISIONS	HEBREW CASES	%	TURKISH CASES	%	POLISH CASES	%	HUNGARIAN CASES	%	GREEK CASES	%	HMUNG CASES	%	ITALIAN CASES	%	ILLACANO CASES	%
Glendale	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Metro North	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
San Gabriel Valley	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
TOTAL DIVISION II	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
South Family	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
TOTAL DIVISION III	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
DPSS TOTAL	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0

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# Primary Language - Refugee Approved Caseload December 2002

02/05/2003

DPSS DISTRICTS BY DIVISIONS	GERMAN CASES	%	YIDDISH CASES	%	MALAYO CASES	%	ROMANY CASES	%	GUAMANIAN CASES	%	MIEN CASES	%	SCANDINAVIAN CASES	%	TOTAL CASELOAD
Glendale	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	354
Metro North	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	157
San Gabriel Valley	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	59
TOTAL DIVISION II	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	670
South Family	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	11
TOTAL DIVISION III	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	11
DPSS TOTAL	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	581

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# **EXHIBIT B**

**DPSS Caseload Characteristics**  
**February 2001**  
**Los Angeles County Totals**

	<b>CalWORKs</b>		<b>General Relief</b>		<b>CAPI</b>	<b>Medi-Cal Only</b>	<b>Food Stamps Only</b>	<b>In-Home Support Services</b>	<b>Total</b>
	<b>(one-parent)</b>	<b>(two-parent)</b>	<b>Employ-able</b>	<b>Unemploy-able</b>					
Cases aided	173,364	36,443	28,997	31,219	5,878	496,573	41,144	105,826	919,444
Persons aided	465,314	133,621	29,122	31,719	5,878	921,546	80,888	105,826	1,773,911
Cases with no aided adults	68,827	10,023	na	na	na	na	na	na	78,850
Aided children on these cases	129,388	22,119	na	na	na	na	na	na	151,507
<b>Age in years of aided persons:</b>									
Under 1	7,537	2,010	0	1	0	40,911	1,167	7	51,633
1 - 2	32,090	8,245	0	0	0	74,435	5,470	83	120,322
3 - 5	67,510	16,958	1	1	2	98,140	8,396	418	191,425
6 - 12	162,745	39,151	1	1	0	178,270	17,113	1,891	399,177
13 - 15	48,811	12,286	2	1	0	51,576	4,560	733	117,961
16 - 17	25,726	7,474	1	2	0	31,751	2,359	457	67,777
18	4,998	1,297	379	151	1	18,238	1,211	281	26,558
19	2,914	496	682	259	0	18,679	1,003	312	24,344
20	3,527	577	680	284	1	17,817	737	338	23,966
21 - 59	105,426	43,682	26,611	26,327	36	270,253	33,624	25,632	531,598
60 - 65	618	553	683	4,096	439	10,820	2,832	10,098	30,136
Over 65	3,412	892	82	596	5,399	110,656	2,416	65,576	189,021
Total aided persons	465,314	133,621	29,122	31,719	5,878	921,546	80,888	105,826	1,773,911
Avg. age of aided adults (yrs.)	35.0	39.0	39.0	46.0	71.0	44.0	42.0	67.0	45.0
<b>Sex of aided persons:</b>									
Adults									
Male	10,958	23,205	19,338	18,178	2,181	144,117	20,405	33,988	272,372
Female	110,020	24,316	9,779	13,535	3,695	302,346	21,418	68,249	553,358
Children (a)									
Male	171,893	43,837	1	3	1	245,190	19,767	2,097	482,781
Female	172,443	42,263	4	3	1	229,893	19,298	1,492	465,396
Total	465,314	133,621	29,122	31,719	5,878	921,546	80,888	105,826	1,773,911
<b>Citizenship status of aided persons:</b>									
Citizens	435,907	98,615	26,739	25,923	0	605,861	68,561	na	1,261,606
Legal immigrants	29,407	35,006	2,383	5,796	5,878	298,243	12,327	na	389,043
Undocumented immigrants	0	0	0	0	0	17,442	0	na	17,442
Total persons	465,314	133,621	29,122	31,719	5,878	921,546	80,888	na	1,668,091

(a) In all programs other than CalWORKs, the children counts are based on aided persons under age 18. For CalWORKs, the children counts are based on persons eligibility status.

**DPSS Caseload Characteristics**  
**February 2001**  
**Los Angeles County Totals (Page 2)**

		CalWORKs		General Relief		CAPI	Medi-Cal Only	Food Stamps Only	In-Home Support Services	Total
		(one-parent)	(two-parent)	Employ-able	Unemploy-able					
Primary Language										
Armenian	Cases	1,843	5,393	275	1,255	409	8,403	659	16,135	34,37
	Persons	4,746	20,876	330	1,504	409	10,786	1,064	16,135	55,85
Cambodian	Cases	2,188	896	29	52	15	811	37	1,070	5,09
	Persons	7,402	4,228	29	53	15	1,350	81	1,070	14,22
Chinese	Cases	764	1,074	46	206	2,201	14,356	352	5,102	24,10
	Persons	2,201	4,830	54	221	2,200	17,767	946	5,102	33,32
English	Cases	108,444	9,032	26,861	25,183	208	234,074	25,250	48,401	477,45
	Persons	302,788	35,937	26,841	25,209	208	385,497	39,677	48,401	864,55
Farsi	Cases	264	399	17	64	178	1,748	132	3,058	5,86
	Persons	627	1,619	20	73	178	2,047	211	3,058	7,83
Korean	Cases	134	58	102	552	714	6,322	66	1,856	9,80
	Persons	318	210	109	585	714	6,912	90	1,856	10,79
Russian	Cases	409	475	63	226	83	2,027	104	6,395	9,78
	Persons	865	1,731	74	243	83	2,340	171	6,395	11,90
Spanish	Cases	57,465	16,652	1,447	3,162	740	219,547	14,070	18,125	331,20
	Persons	141,114	53,536	1,480	3,263	740	482,663	37,620	18,125	738,54
Vietnamese	Cases	1,609	2,300	128	390	349	4,875	334	1,984	11,96
	Persons	4,558	9,895	150	427	349	7,152	800	1,984	25,31
Other	Cases	244	164	29	129	981	4,410	140	3,700	9,79
	Persons	695	759	35	141	982	5,032	228	3,700	11,57
Total cases		173,364	36,443	28,997	31,219	5,878	496,573	41,144	105,826	919,44
Total persons		465,314	133,621	29,122	31,719	5,878	921,546	80,888	105,826	1,773,91
Ethnic Origin										
Asian	Cases	8,165	5,543	643	1,979	4,265	56,685	1,886	9,641	88,80
	Persons	22,838	23,317	689	2,097	4,265	76,038	3,912	9,641	142,79
Black	Cases	54,042	1,640	17,748	14,264	37	49,555	11,825	27,280	176,39
	Persons	143,975	5,834	17,736	14,267	37	81,304	15,186	27,280	305,61
Hispanic	Cases	95,331	20,946	6,380	7,847	739	304,926	20,324	26,188	482,68
	Persons	252,178	70,680	6,389	7,930	739	648,470	51,078	26,188	1,063,65
White	Cases	15,480	8,267	4,077	6,960	832	84,503	6,973	42,546	169,63
	Persons	45,618	33,656	4,156	7,256	832	114,453	10,517	42,546	259,03
Other	Cases	346	47	149	169	5	904	136	171	1,92
	Persons	705	134	152	169	5	1,281	195	171	2,81
Total cases		173,364	36,443	28,997	31,219	5,878	496,573	41,144	105,826	919,44
Total persons		465,314	133,621	29,122	31,719	5,878	921,546	80,888	105,826	1,773,91

Note: Case counts are based on the primary language/ethnicity of the head of household. Persons language counts reflect the number of aided persons on these cases. Persons ethnic counts are based on the ethnicity of the individual. Persons of different ethnicity within the same case will be counted in different ethnic categories. All persons counts are for aided persons. Asian ethnicity counts include Filipino and Pacific Islanders.

# **EXHIBIT C**

# CalWORKs Welfare To Work Report (WTW) Monthly Activity Report

## Department Totals by Threshold Language

December 2002

	Armenian	Cambodian	Chinese	English	Korean	Russian	Spanish	Vietnamese	Other	Total
<b>PART A. ENROLLMENT DATA</b>										
ENROLLEES	5,525	1,417	1,784	54,755	110	555	13,933	3,330	624	82,033
EXEMPTIONS	681	194	197	14,448	18	52	2,635	313	120	18,658
WTW SANCTIONS	227	603	89	17,616	26	14	4,478	207	34	23,294
TERMINATION DUE TO TIME LIMITS	0	0	0	0	0	0	0	0	0	0
ENTERED EMPLOYMENT	138	34	73	2,412	1	21	561	120	27	3,387
TERMINATIONS DUE TO EMPLOYMENT	189	26	52	1,111	3	19	341	108	13	1,862
<b>PART B. ACTIVITIES</b>										
APPRAISAL	279	40	93	3,176	6	20	808	146	29	4,597
ASSESSMENT	29	4	1	730	0	3	196	19	6	988
REAPPRAISAL	7	6	0	115	0	0	17	6	3	154
JOB SEARCH AND READINESS	167	49	60	1,342	1	19	260	84	16	1,998
UNSUBSIDIZED EMPLOYMENT	2,768	634	995	15,073	29	231	5,990	1,968	233	27,921
SELF-EMPLOYMENT	297	7	15	552	2	21	308	65	11	1,278

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**CalWORKs Welfare To Work Report (WTV) Monthly Activity Report**  
**Department Totals by Threshold Language**

December 2002

	Armenian	Cambodian	Chinese	English	Korean	Russian	Spanish	Vietnamese	Other	Total
SUBSIDIZED PRIVATE SECTOR EMPLOYMENT	54	23	24	232	0	1	53	52	3	442
SUBSIDIZED PUBLIC SECTOR EMPLOYMENT	140	29	13	231	2	14	36	24	3	492
ON-THE-JOB TRAINING (OJT)	0	1	0	1	0	0	0	0	1	3
GRANT-BASED ON THE JOB TRAINING	0	0	0	0	0	0	0	0	0	0
WORK STUDY	0	0	0	0	0	0	0	0	0	0
SUPPORTED WORK OR TRANSITIONAL EMPLOYMENT	0	0	0	0	0	0	0	0	0	0
WORK EXPERIENCE	6	1	0	86	0	0	22	1	0	116
COMMUNITY SERVICES	191	14	22	1,184	1	16	270	20	4	1,722
JOB SKILLS TRAINING DIRECTLY RELATED TO EMPLOYMENT	0	0	0	0	0	0	0	0	0	0
VOCATIONAL EDUCATION TRAINING	601	41	45	7,230	10	86	553	103	39	8,708
EDUCATION DIRECTLY RELATED TO EMPLOYMENT	0	0	0	0	0	0	0	0	0	0

01/28/2003

# CalWORKs Welfare To Work Report (WTW) Monthly Activity Report

## Department Totals by Threshold Language

December 2002

	Armenian	Cambodian	Chinese	English	Korean	Russian	Spanish	Vietnamese	Other	Total
ADULT BASED EDUCATION	407	46	100	1,249	3	90	943	82	66	2,986
SATISFACTORY PROGRESS IN A SECONDARY SCHOOL	0	0	0	0	0	0	0	0	0	0
OTHER ACTIVITIES	209	18	22	1,550	1	16	303	22	5	2,146
PROVIDING CHILDCARE TO COMMUNITY SERVICES PARTICIPANTS	0	1	0	4	0	0	2	0	0	7
MENTAL HEALTH SERVICES	19	218	27	2,062	5	1	703	63	13	3,111
SUBSTANCE ABUSE SERVICES	0	0	0	434	0	0	16	1	0	451
DOMESTIC ABUSE SERVICES	10	25	3	959	2	0	303	1	3	1,306
GRANTER WAIVER OF PROGRAM RULES	0	0	0	0	0	0	0	0	0	0
NO. OF INDIVIDUALS UNDUPLICATED	3,881	1,030	1,231	28,773	50	381	8,629	2,354	359	46,688
SELF-INITIATED PROGRAM (SIP)	352	17	8	3,861	7	47	216	17	18	4,543

**CalWORKs Welfare To Work Report (WTW) Monthly Activity Report**  
**Department Totals by Threshold Language**

**December 2002**

	Armenian	Cambodian	Chinese	English	Korean	Russian	Spanish	Vietnamese	Other	Total
<b>PART C. NONPARTICIPATION STATUS</b>										
NONCOMPLIANCE	7	4	0	4,774	2	0	802	3	0	5,592
GOOD CAUSE FOR NONPARTICIPATION	7	6	1	1,146	1	0	201	8	0	1,370
<b>PART D. SUPPORTIVE SERVICES</b>										
TRANSPORTATION	1,659	636	688	17,681	9	186	3,874	1,360	155	26,248
ANCILLARY SERVICES	47	9	3	1,805	0	8	370	19	9	2,270
<b>PART E. POST-EMPLOYMENT/JOB RETENTION SERVICES</b>										
POST-EMPLOYMENT/JOB RETENTION SERVICES	3	1	1	358	0	0	111	1	67	542